RAPIDSPIKE®

RapidSpike v2: Platform Guide

A WALK-THROUGH GUIDE OF THE NEW PLATFORM AND FEATURES.

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INTRODUCTION

After countless hours of hard work across our entire team, we are excited to share with you RapidSpike "v2", the latest version of our platform.

v2 includes a complete rewrite of the RapidSpike user interface and changes to the user experience, along with lots of exciting new features. Under the hood, the app has been totally rebuilt, making everything lighter and faster - whilst also providing us with the groundwork for future updates.

The cornerstone of this update has been usability - we are totally focussed on making it easier for you to get to the information you need. We've implemented lots of changes, large and small, designed to improve how you navigate around your account. In this guide we walk through each section of the menu and explain the new changes and features in RapidSpike v2.
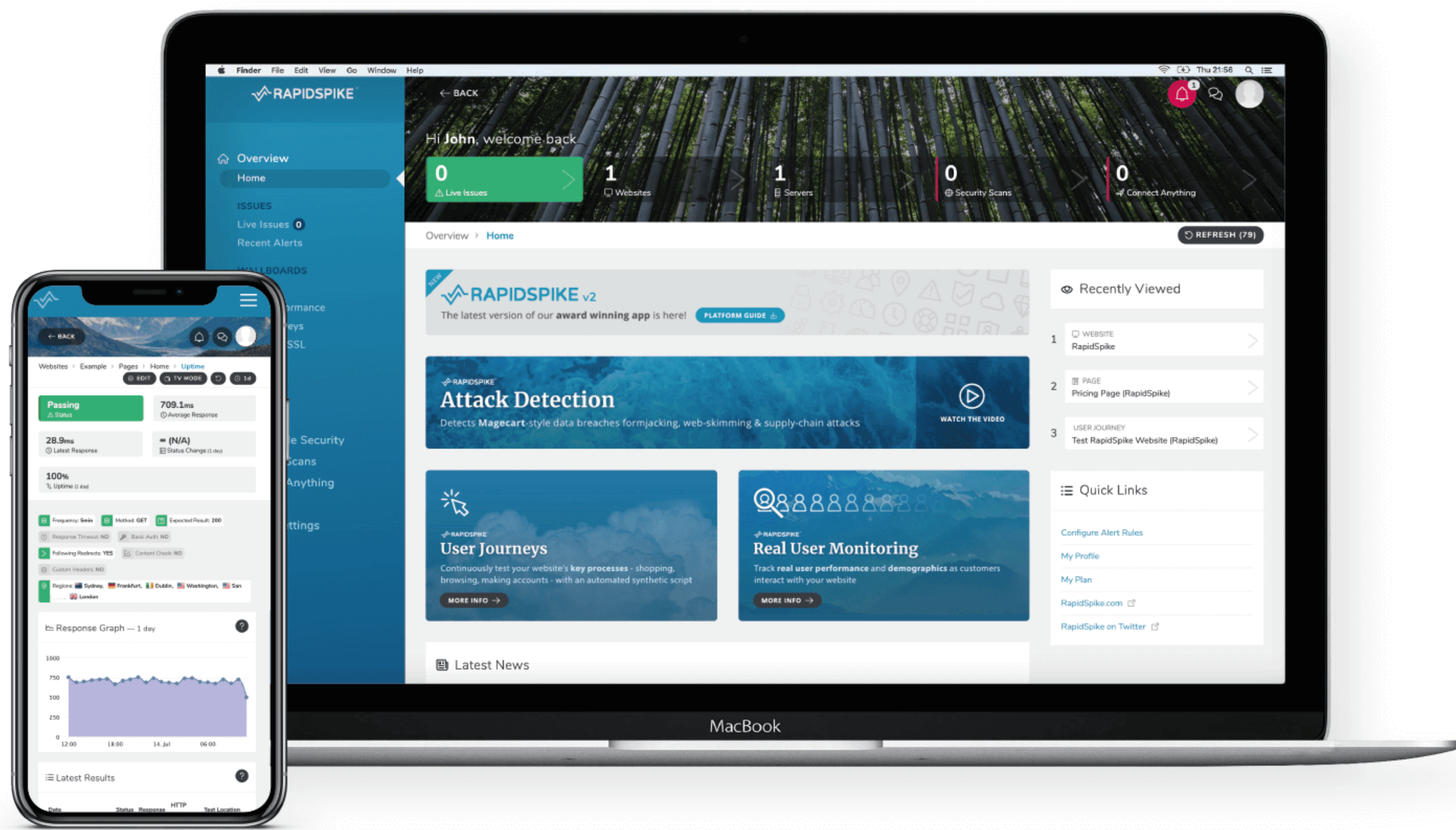
HIGHLIGHTS

Home - A new hub of the RapidSpike platform includes shortcuts to your key information and highlights of new updates, messages, and the latest tutorials & reports.

Pages - This is a new concept to RapidSpike v2, we have made the platform more website-centric so you can monitor, protect, and improve individual pages on your website.

Page Uptime Monitors - "API" monitors have been merged into the classic HTTP monitors resulting in more options. We also now allow multiple uptime monitors per page so you can test different HTTP request methods and evaluate multiple content checks on one URL.

User Journeys - A revamped Script Editor makes it even easier to create, edit, and manage User Journeys.

Attack Detection Dashboard - See the status of your monitor and view current host data.

Credit system - A new credit system has been implemented so you can use more of the RapidSpike features that are important to your business, personalising your account for your specific monitoring needs.

New Alert Delivery Methods - WhatsApp, Opsgenie, VictorOps and Zendesk. We've also upgraded our PagerDuty integration to version 2.
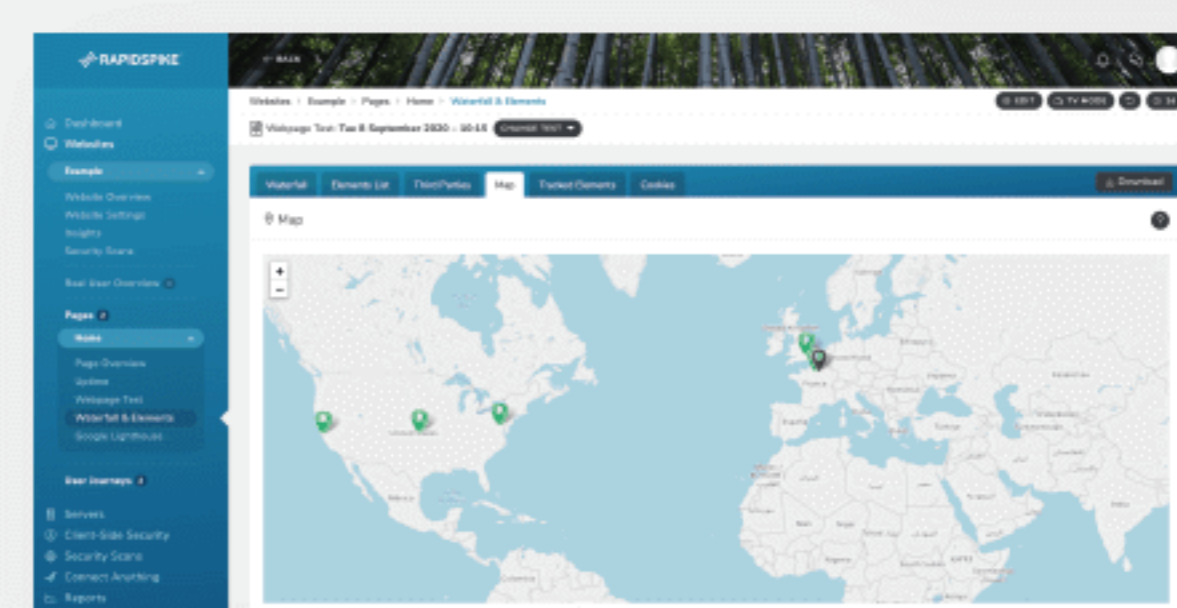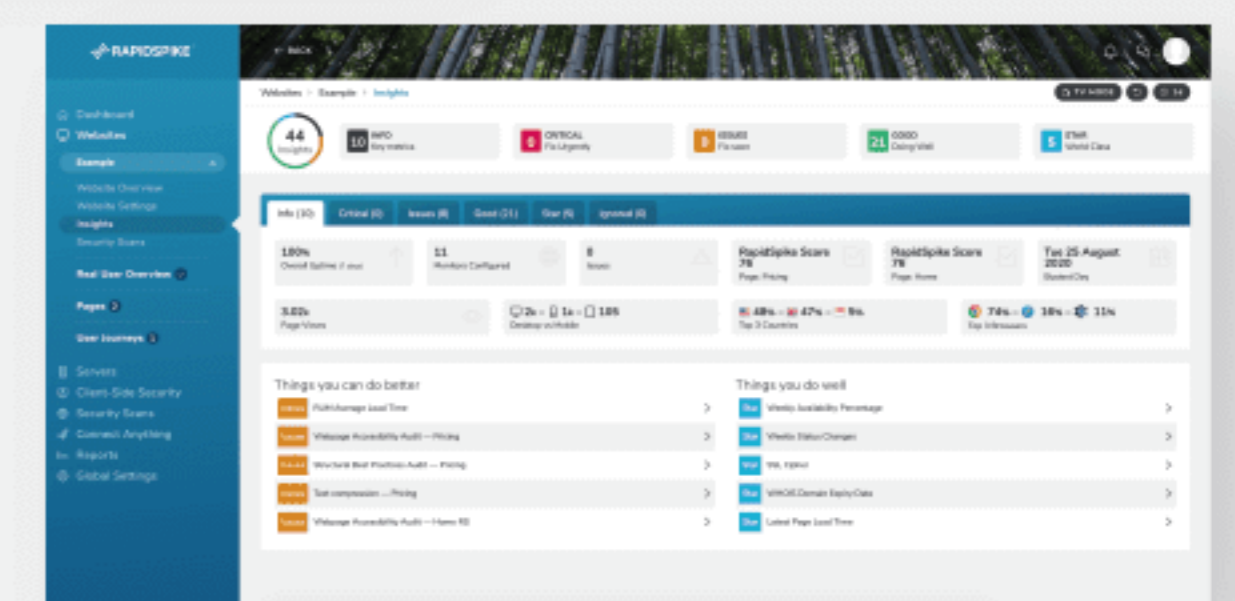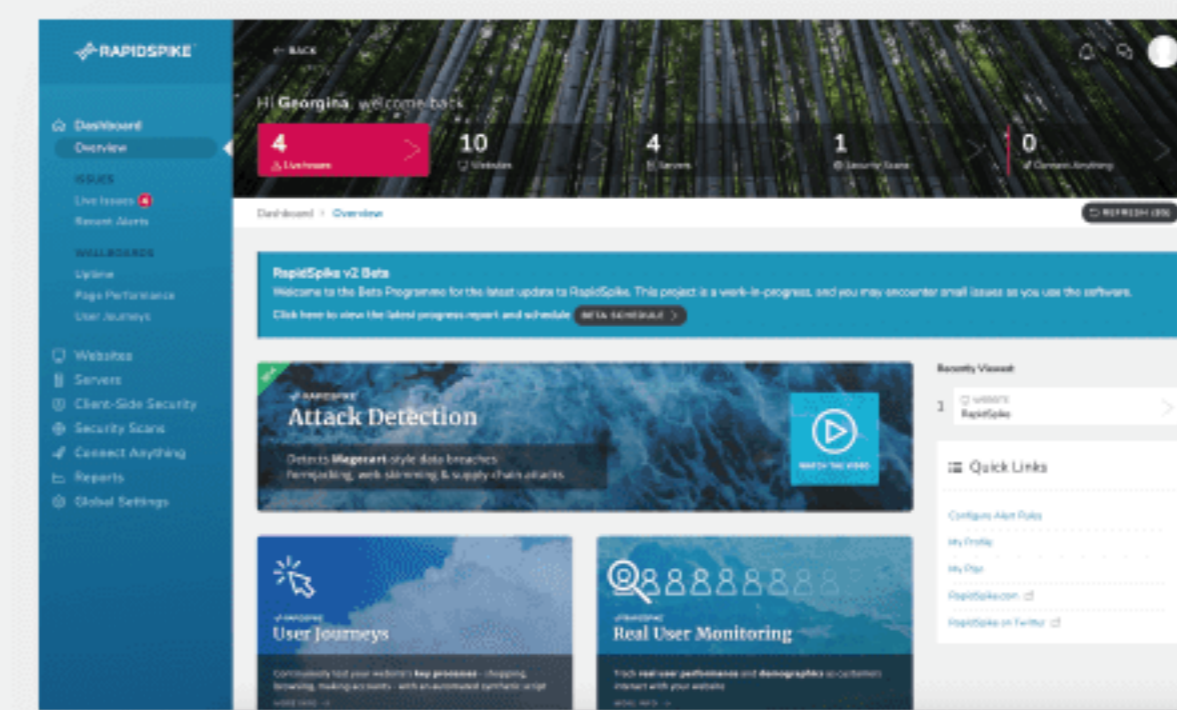
HOME

The Home dashboard is the new landing page and central hub for the RapidSpike Platform. We've made some key changes to help you get the most of the platform. The shortcut tabs at the top of the dashboard include your Live Issues, Websites, Servers, Security Scans, and Connect Anything.

The Home dashboard is also where we highlight any new updates, messages, or planned maintenance work, so you always stay in-the-know about our recent developments. On the right-hand side, we have included a Recently Viewed list, this helps you quickly pick up where you left off. Additionally, the Quick Links box has links to popular sections within the app as well as links to the RapidSpike website which may be useful to you.

The rest of the dashboard includes some helpful links to our latest reports, video tutorials, and Knowledge Base articles, so you can get the most from your monitors.
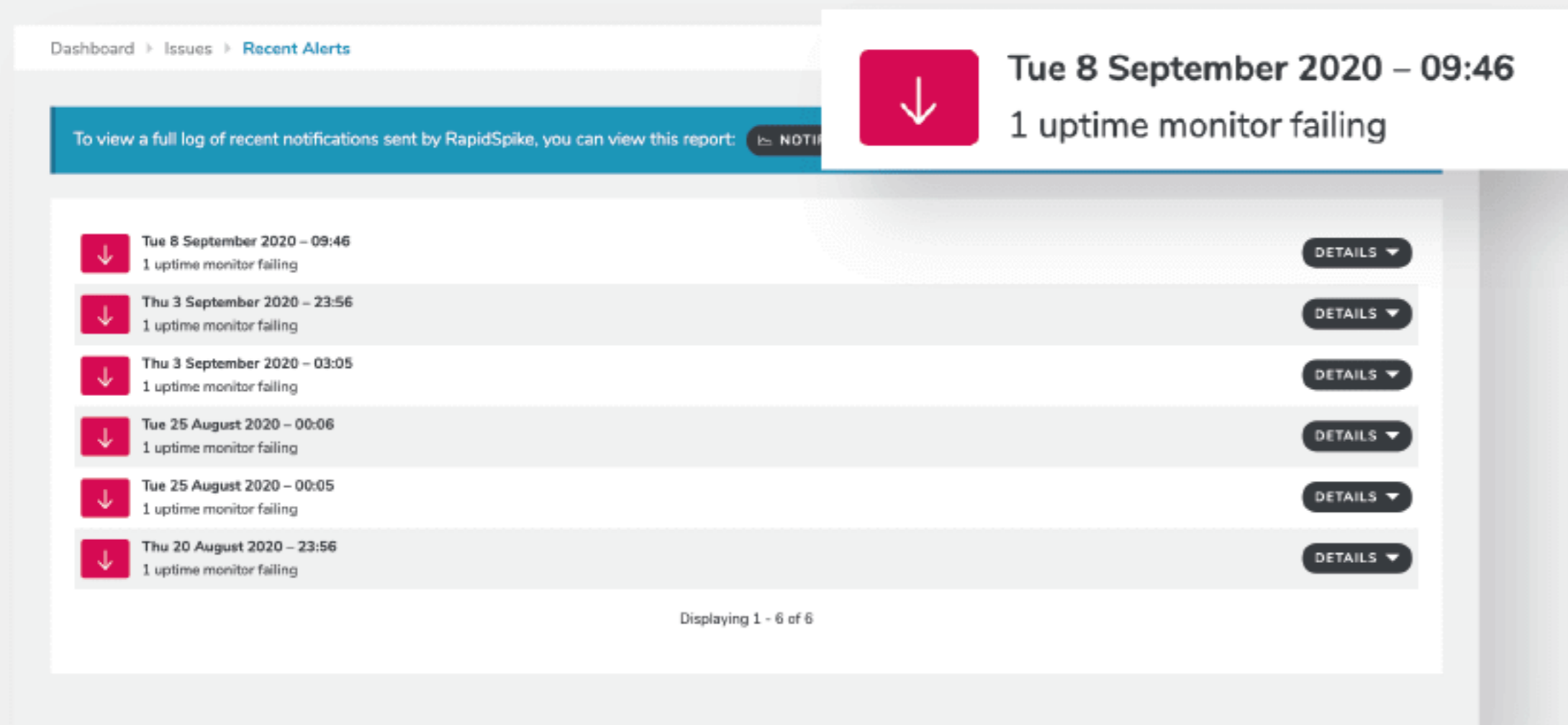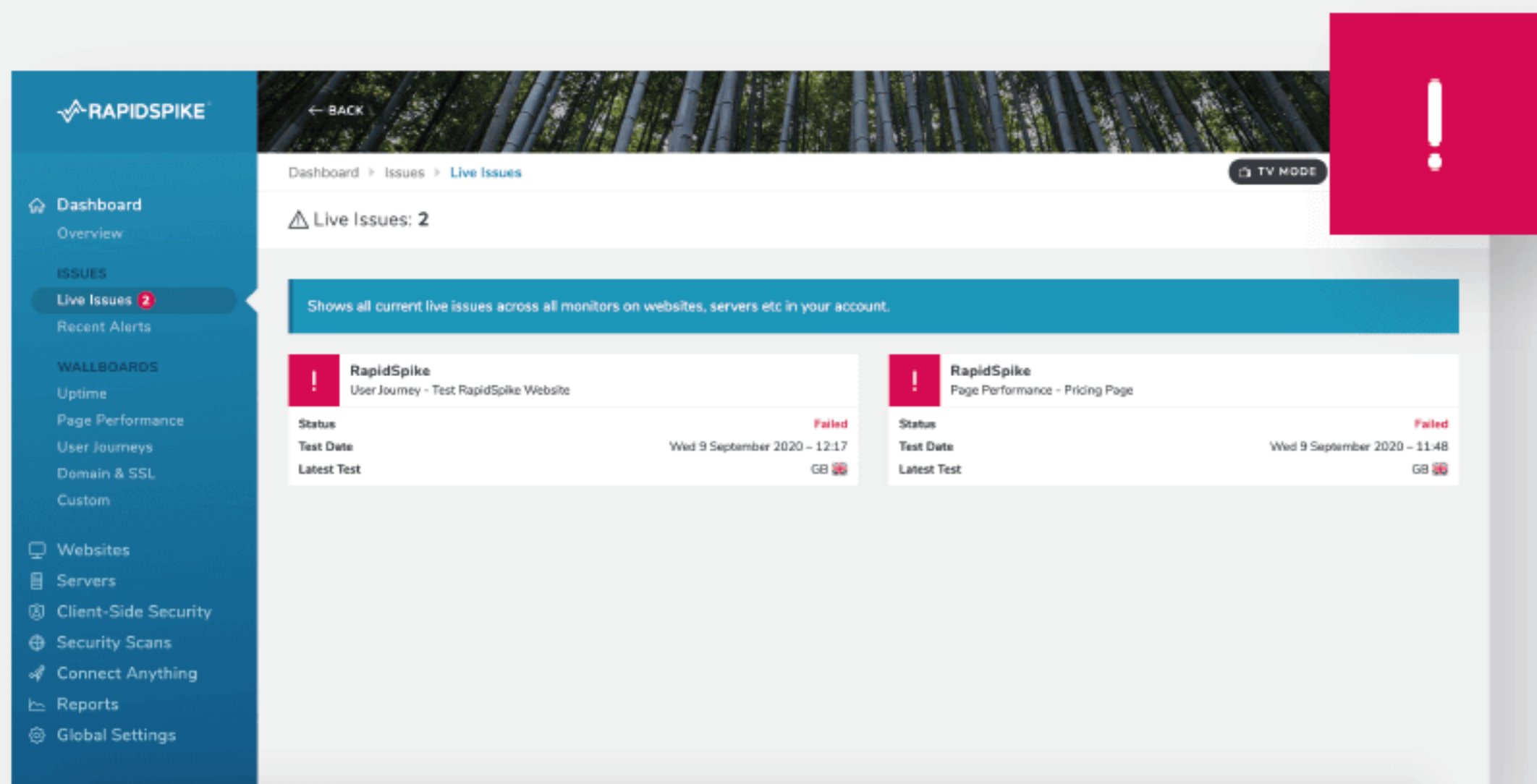
ISSUES

One of the most important sections within the app is the Issues tab. The tab is made up of two sections; Live Issues and Recent Alerts.

Live Issues

The Live Issues section is the quickest way to access current problems affecting your account. This section will take you to all live issues across all monitors on websites and servers within your account. The Issue will show you which website, server, or scan is having issues, as well as a colour-coded status depending on whether the monitor has issues, is failing, has failed, or has vulnerabilities. Live Issues can also provide other useful information including Response, Latest Test Location, Test Date, and Issues Found.

Recent Alerts

This section shows your recent alerts, with the date, monitor, and a drop-down tab with the Type, Label, Target, and Reason for the failure. You can access the website directly from this alert section. Using the data history button in the top right-hand corner, you can adjust the time-period. This is a useful tool for teams to debug issues or to produce performance/security reports.

Additionally, users can view a full log of recent notifications sent by RapidSpike by visiting the Notification Log section linked in this section. This allows the user to filter by date range, monitor type, and notification type to view all the notifications sent.

WALLBOARDS

Wallboards have been a much-loved feature in the RapidSpike App, letting you see important monitors as quickly as possible. In RapidSpike v2, Wallboards are now brighter and more useful in helping to identify issues quickly. The two views available include Compact and Full, here you can view the Websites, Servers, User Journeys, and Pages monitored. We offer the following standard wallboards:

- Uptime
- Web-Page Tests
- User Journeys
- Domain & SSL

Additionally, users can configure a Custom Wallboard for whatever Servers, Website, or User Journeys you specifically want to monitor. This has been made much cleaner in RapidSpike v2.
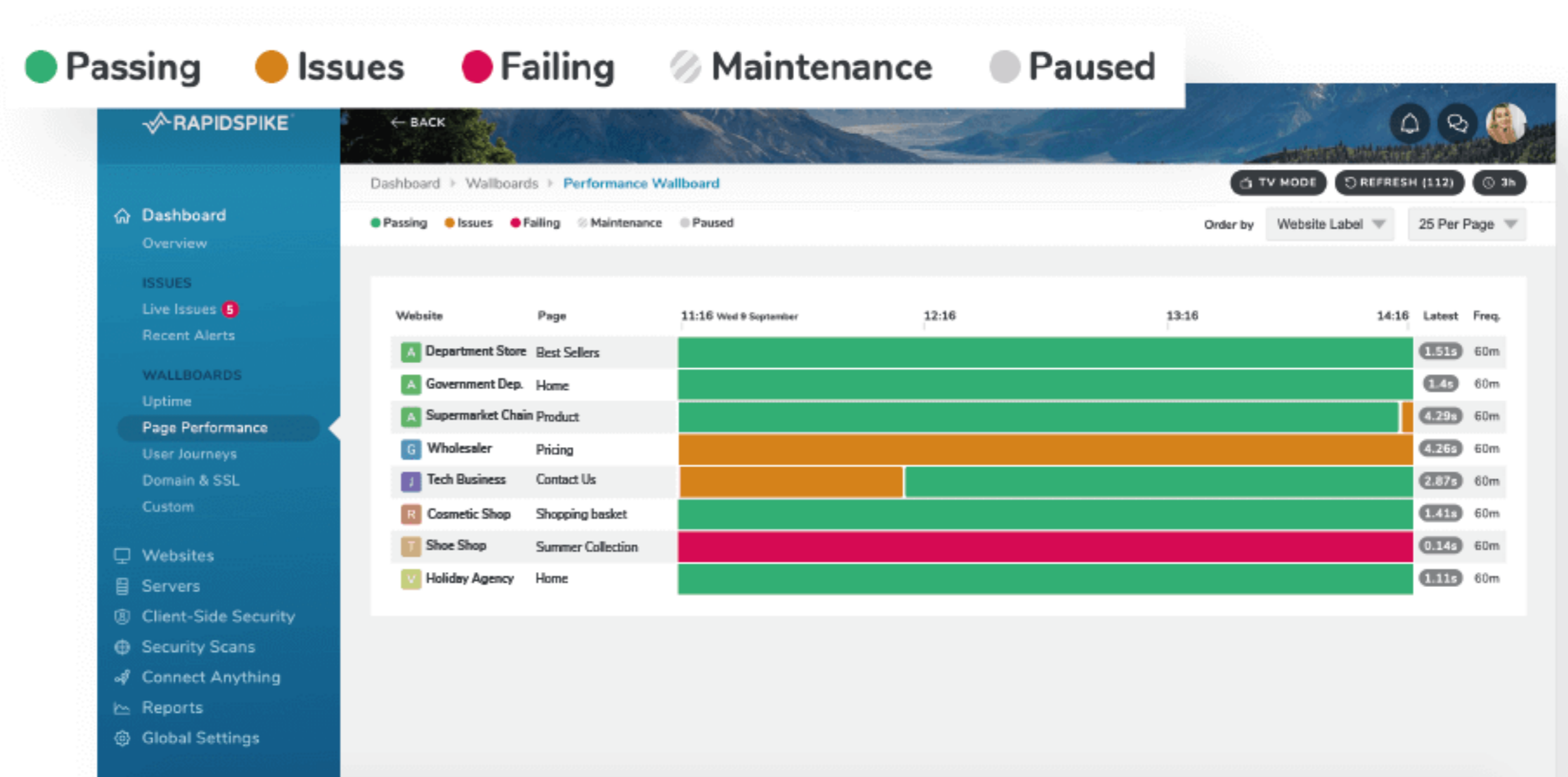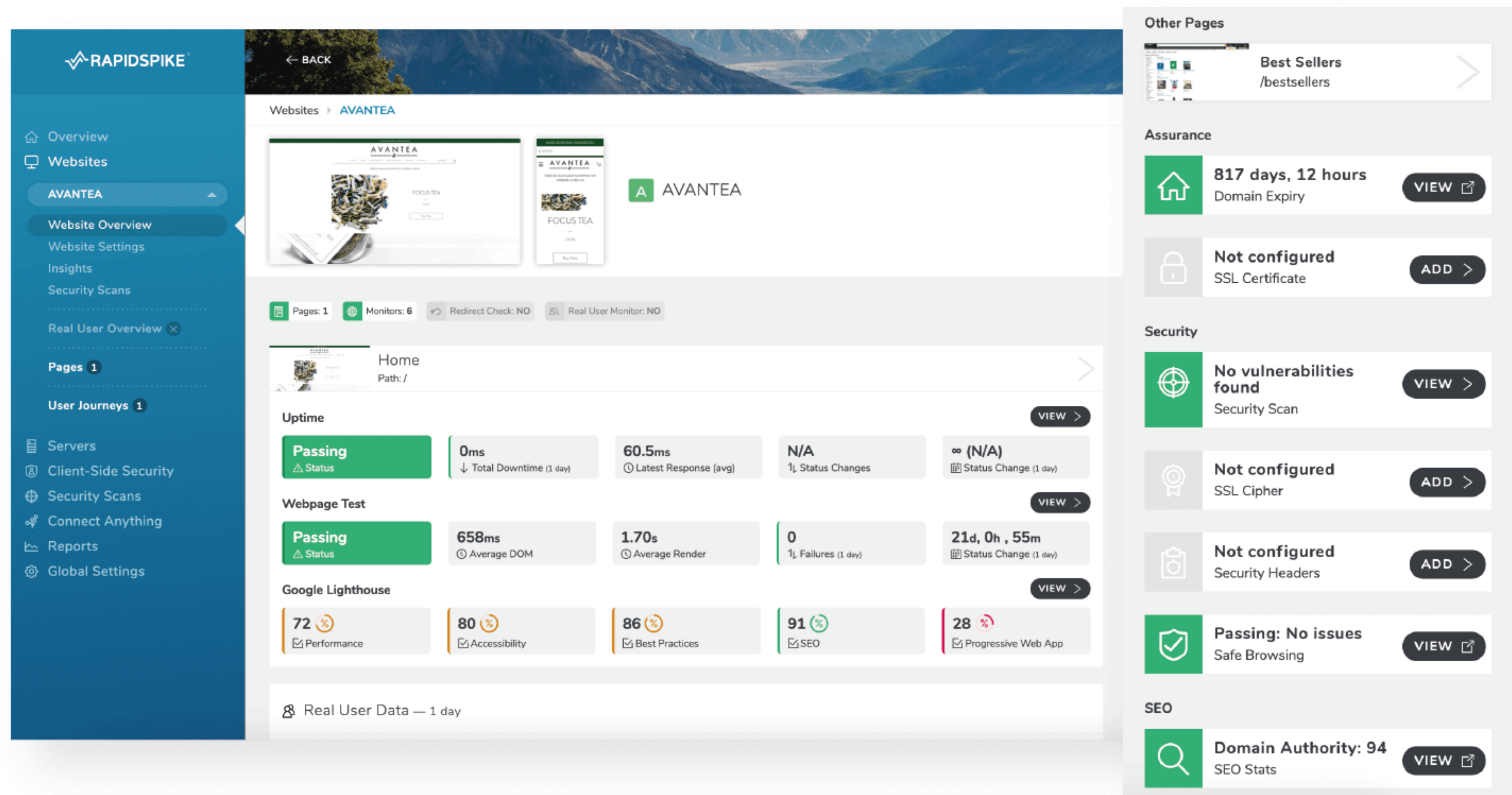
WEBSITES

The websites tab is where you will find all websites currently being monitored in RapidSpike. The websites will be listed in alphabetical order with a colour-coded tab for easy navigation. The website previews will include the domain, Insights collected, and Monitor count. In the large view, a screenshot will also be displayed.

WEBSITE OVERVIEW

Clicking into a website will bring up the Website Overview dashboard which gives you all the relevant information for that website on one screen. We've revamped key stats (monitors failing and uptime), and the colour-coded system helps you to identify issues quickly and efficiently. The latest screenshots also visually show how your website page looks on the most common screens.

The main section includes information on Uptime, Webpage Tests, Google Lighthouse, Real User Data and Insights over the period set. Important stats will be highlighted and quick links will take you to the full monitor section.

On the right-hand side, there are tabs for Assurance, Security, and SEO monitors attached to the website. This displays whether the monitors are turned on/off along with the current result. By default the Website Overview dashboard will show the 'Home' Page, if you monitor more than one page on a website, you can find details for that page in the **Other Pages** tab on the right-hand side, or in the **Pages** tab in the main menu.

WEBSITE SETTINGS

The Website Settings section has had a complete makeover for RapidSpike v2 to make it easier to make changes to the settings for each website. Sections include:

General Website Settings
This section has options to change the website label, domain name, and all monitor status'. This is where you will also be able to completely delete the website from RapidSpike.

Notes
Here you can record information about down-time, updates and more. This is a great tool for collaboration teams.

Real User Data
This is where you can find the Real User tracker snippet, credits usage and Page Groups.

Pages
Each Page monitored will have its own settings section here. Specific settings within the Page Settings include: Uptime, Webpage Test and Google Lighthouse, as well as the option to delete the Page.

User Journeys
In the User Journey Settings you can edit settings for each User Journey on the website. The Interval & Regions settings can be changed and you will be shown how many credits it will cost. Basic Authentication, Custom Headers and Elements Ignored are all optional features which can be added or edited here.
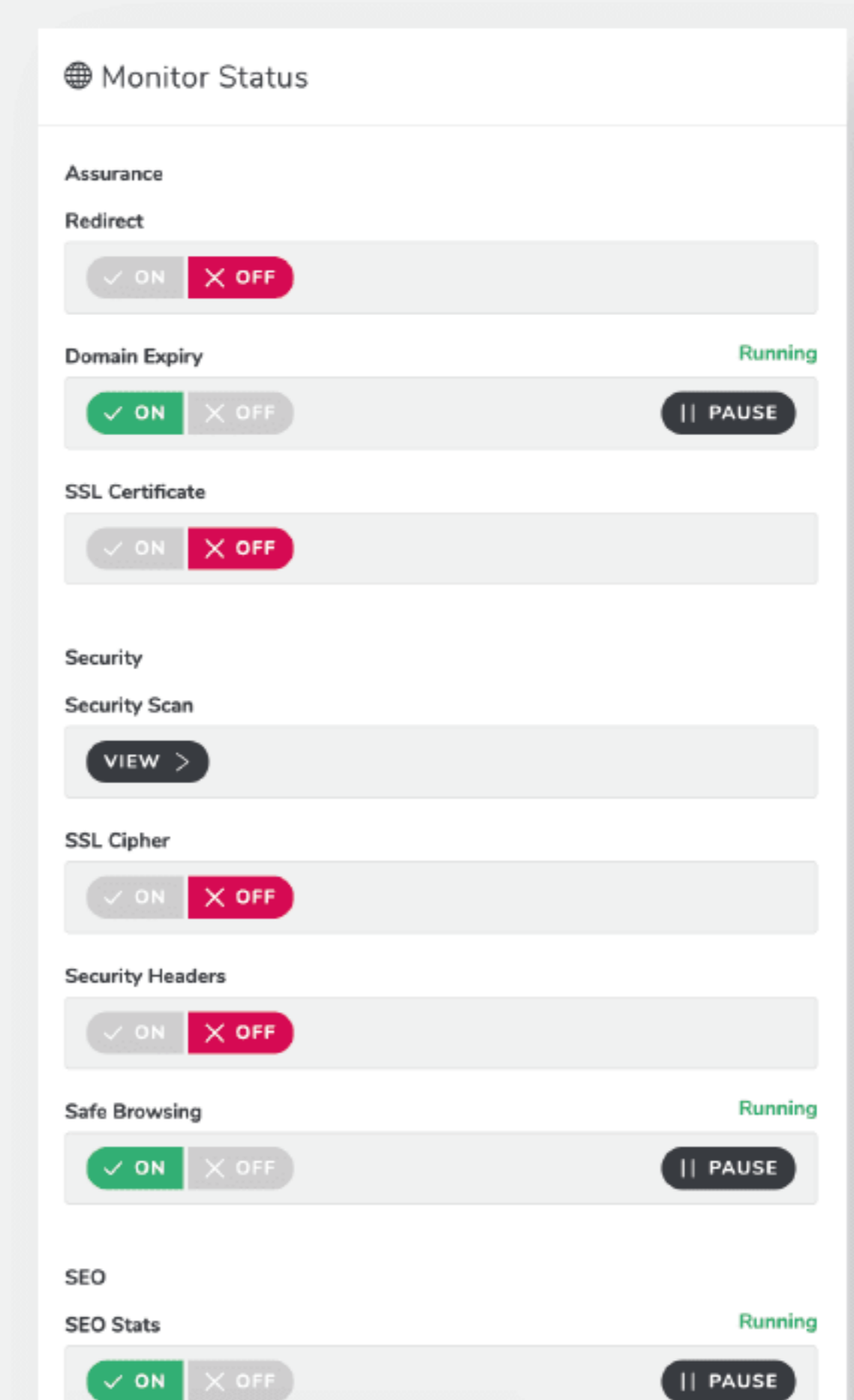
INSIGHTS

RapidSpike Insights can give you a wealth of information on how to improve your site. Insights grades your website, explains why it's important to fix each issue, how you fix them, and what score you need to get to the next level. RapidSpike v2 Insights has a clean and bright dashboard highlight showing the number of Insights collected, as well as the number of each Insights section.

In the main section of the dashboard there are tabs for each Insights section. The Info tab will include key website information as well as a RapidSpike Score. Next to this, there are tabs for each section: Critical (Fix Urgently), Issues (Fix soon), Good (Doing well), Star (World Class) and Ignored. Clicking on each section will give the details on each Insight with an explanation, remediation, scoring table. Some Insights also include helpful links and video tutorials for further assistance.

At the bottom of the dashboard is the 'Things you can do better' section. This helpful shortcut shows your Critical and Issues Insights on your site. We also think it's important to celebrate what you are doing well at so the 'Things you do well' section shows highlights of your Star Insights.
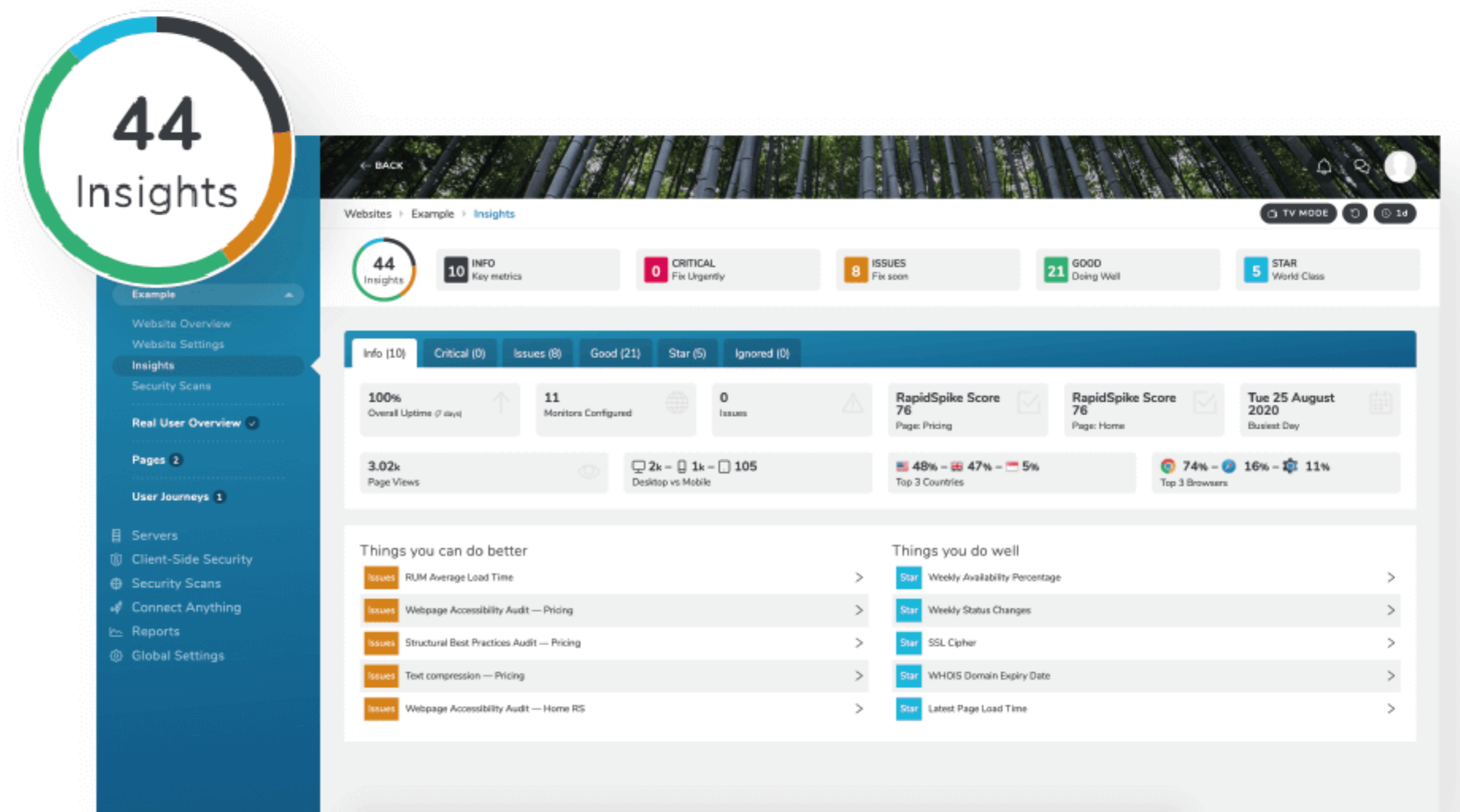
GOOGLE LIGHTHOUSE

RapidSpike's Google Lighthouse integration can give you a wealth of information on how to improve your site. Measure your site against industry standards with the Performance, Accessibility, Best Practices, SEO, and Progressive Web App sections. Google Lighthouse runs as a part of Webpage Tests.

The 'Items Needing Attention' highlights help show how much your potential savings could be by making some quick and easy changes to each section.
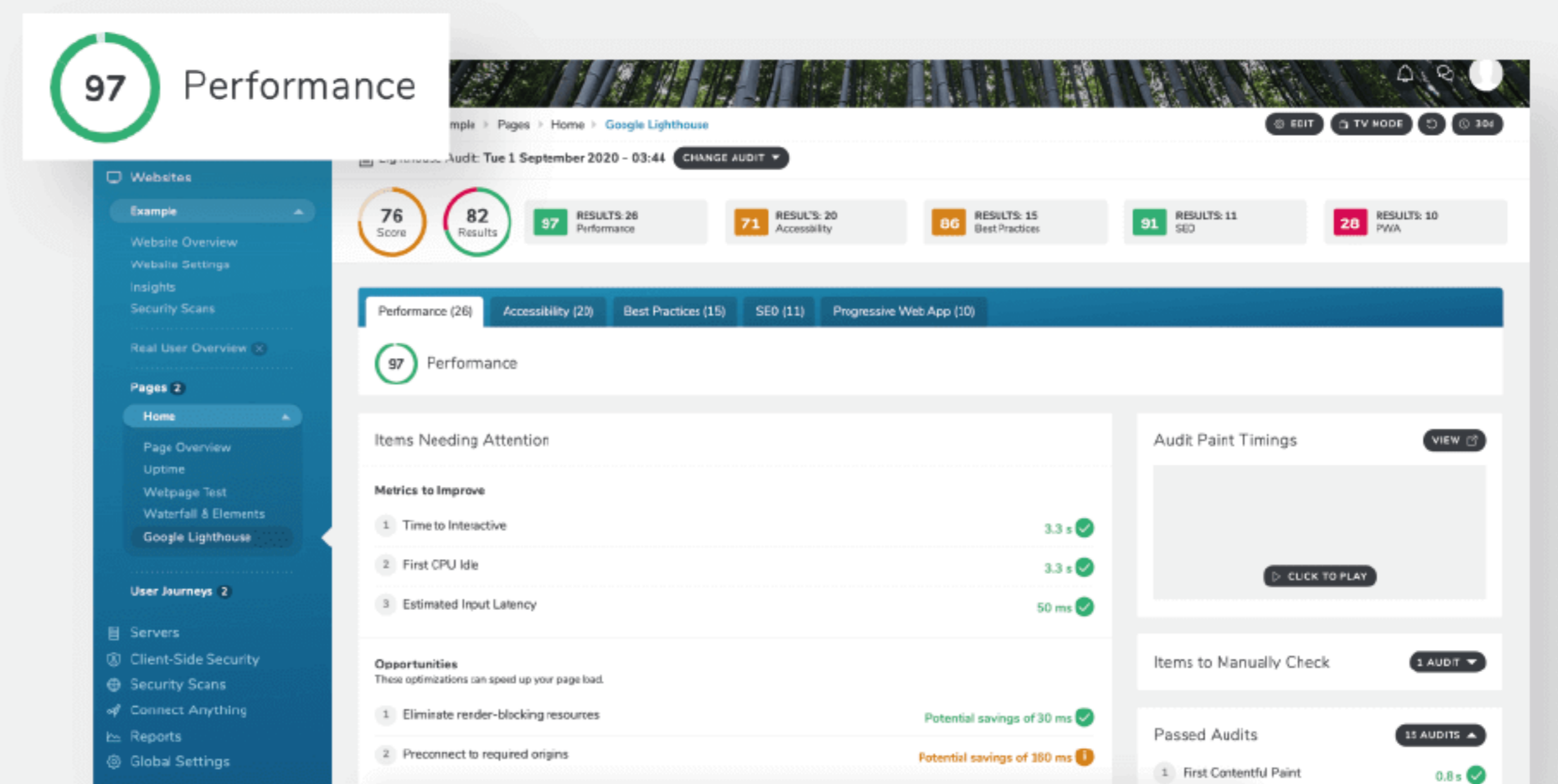
SECURITY SCANS

Security Scans are an essential tool to use to discover key vulnerabilities on your website. Discovering vulnerabilities and patching them prevents potentially devastating compromises which lead to data breaches.

Within the Websites main menu is the Security Scans section for that website. At the top is information about the type of scan running with a description and date. The Last Scan Results section gives severity vulnerability information, and count of any vulnerabilities found. From this section, you can click on the View drop-down tab which will give in-depth information about the type of vulnerability, Proof of Concept, Remediation, and helpful links. This section can help you quickly understand and rectify the vulnerability on your website.

Track vulnerabilities discovered on your site with the colour-coded Vulnerabilities Graph. This will show Low, Medium, and High vulnerabilities found via scans and is available to view in data periods from 1 day to 18 months.

To add a new Security Scan (Network or Webapp Scan), click on the **Add Scan** button in the top right-hand corner.
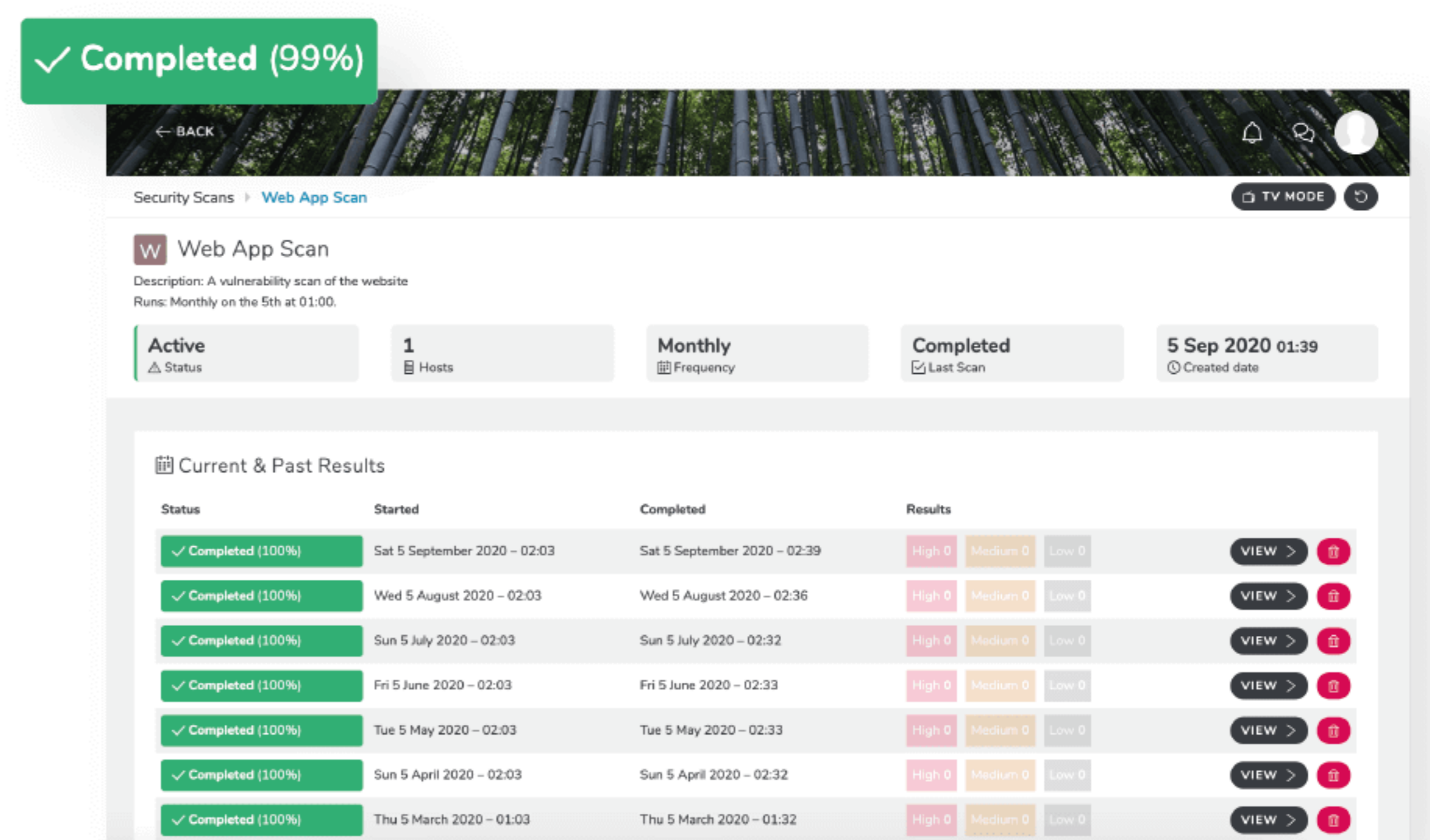
REAL USER OVERVIEW

Real User Monitoring provides key stats on your real website visitors. Understanding how your real users experience your website can help you improve customer experience and performance. In RapidSpike v2 we've completely rebuilt the Real User Monitoring dashboard giving you more insights from your real users, faster than ever.

Headline Stats provide key information about your Real Users including Page Load speed, which is not only an important factor for user experience, but it also takes a part in your search rankings. The Live Stats section shows you what is happening right now on your site, providing stats for both the average user as well as different percentiles. Percentiles give you the ability to see what digital experience 'most people' are having when they hit your website.

Another useful feature of Real User Monitoring is the ability to find out your best, worst and busiest hours on your site. This can help you gain an understanding of the best time to launch a new product, or carry out maintenance work. Additionally, you can find out how many users are using desktop vs mobile so you can tailor your website design for screens most applicable to your target audience.

Other Real User Data graphs shown include information on specific user traits including; Page Views and Load Time on Browser, Server, Network, and Desktop vs Mobile Load Time. The maps also provide a visual representation of where most of your Page Views are from and the Load Time from those countries.
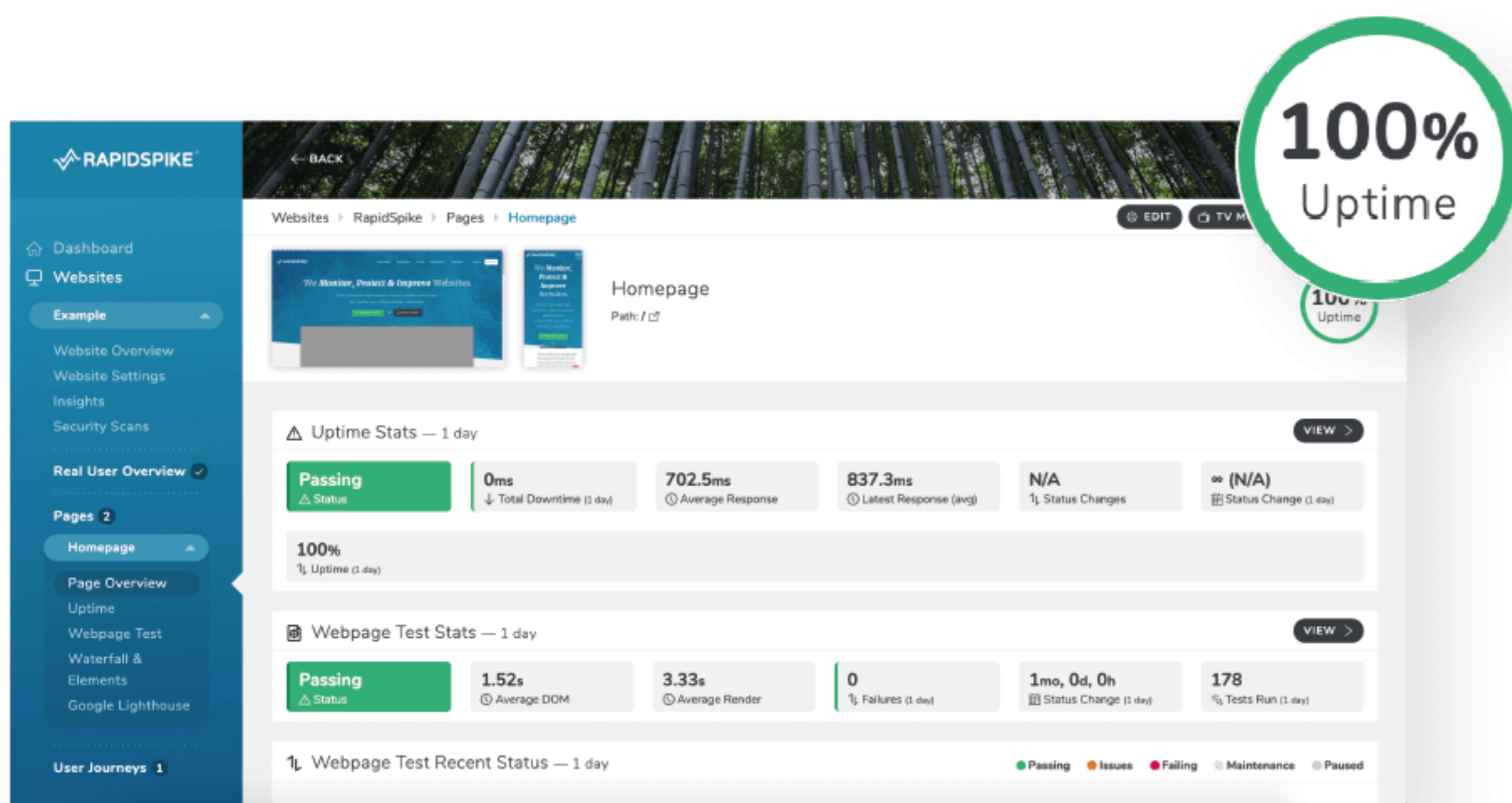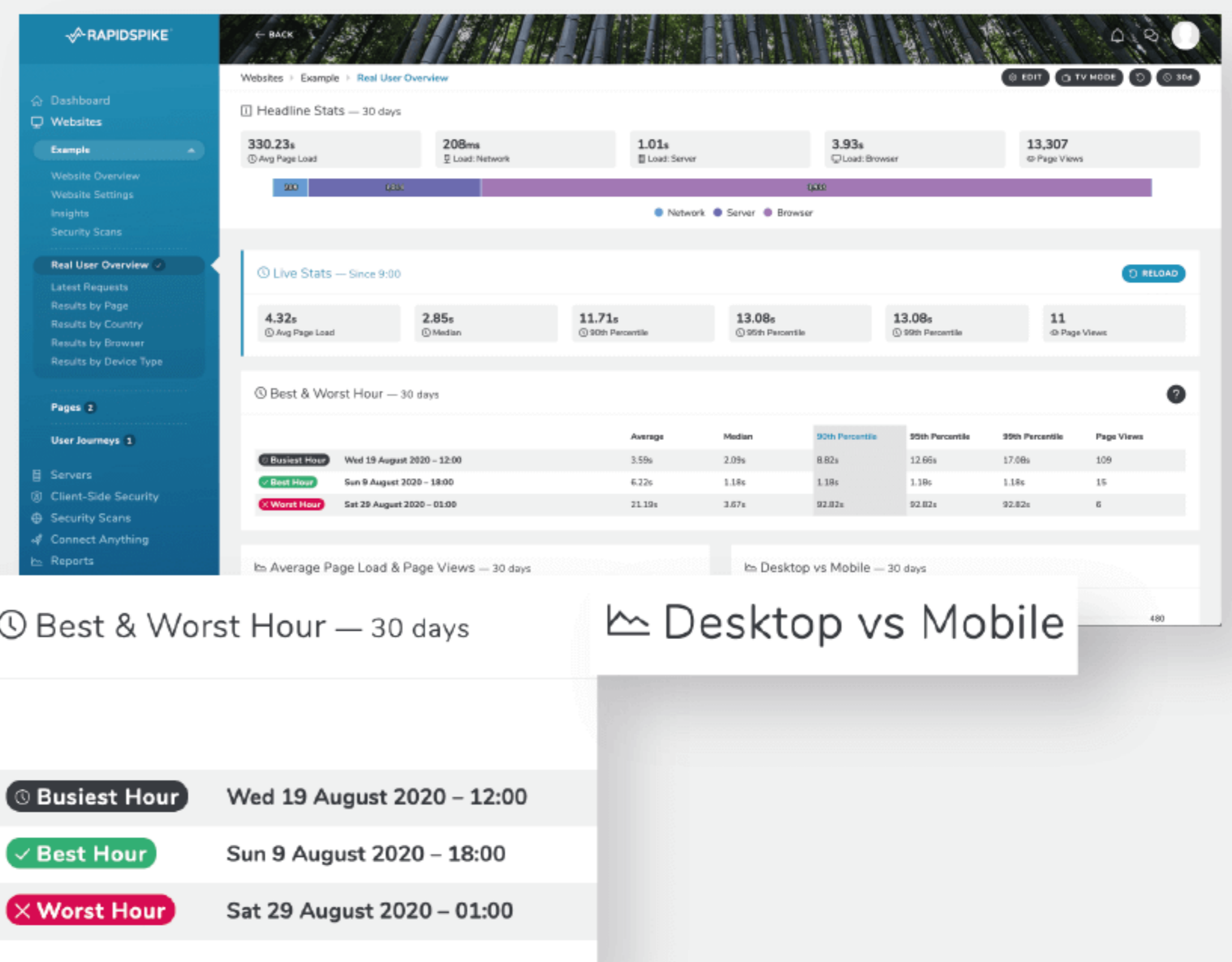
PAGES

In RapidSpike v2 we have introduced a new concept to track important parts of your website - Pages. Automatically, the first Page monitored will be the first page found, usually the Home page. You can add more Pages to include important sections of your website, or monitor as many pages as you like. Like the Website Dashboard, the Pages dashboard contains lots of important availability and performance information for that specific Page.

To add more pages click on the **Add Page** button in the top right corner which will bring up the Page set-up options, monitors, as well as credit information.

UPTIME

Making sure your website is up and serving happy customers is one of the most important things companies need to monitor. RapidSpike is a cloud-based service, meaning that our infrastructure does not rely on a single server or testing location to verify your uptime. RapidSpike Uptime Monitoring can run at up to 1-minute intervals and our sensible notification settings mean we will test your uptime from another location before sending a notification to avoid false positives.

We now support multiple uptime monitors per Page to enable you to evaluate multiple content checks on the same URL. For example you could check a product page for the existence of the "Add to Basket" button with one monitor and the non-existence of the phrase "Out of stock" on a second monitor. We've also merged API monitors into HTTP monitors in order to allow users to test the same URL over multiple different HTTP request methods!

RapidSpike v2 Uptime dashboard provides all the important information in a clean format. Discover your Live Status, Average Response, Latest Response, and Status Change over a set period. The Response Graph, Latest Results, and Timeline help you track availability over time.
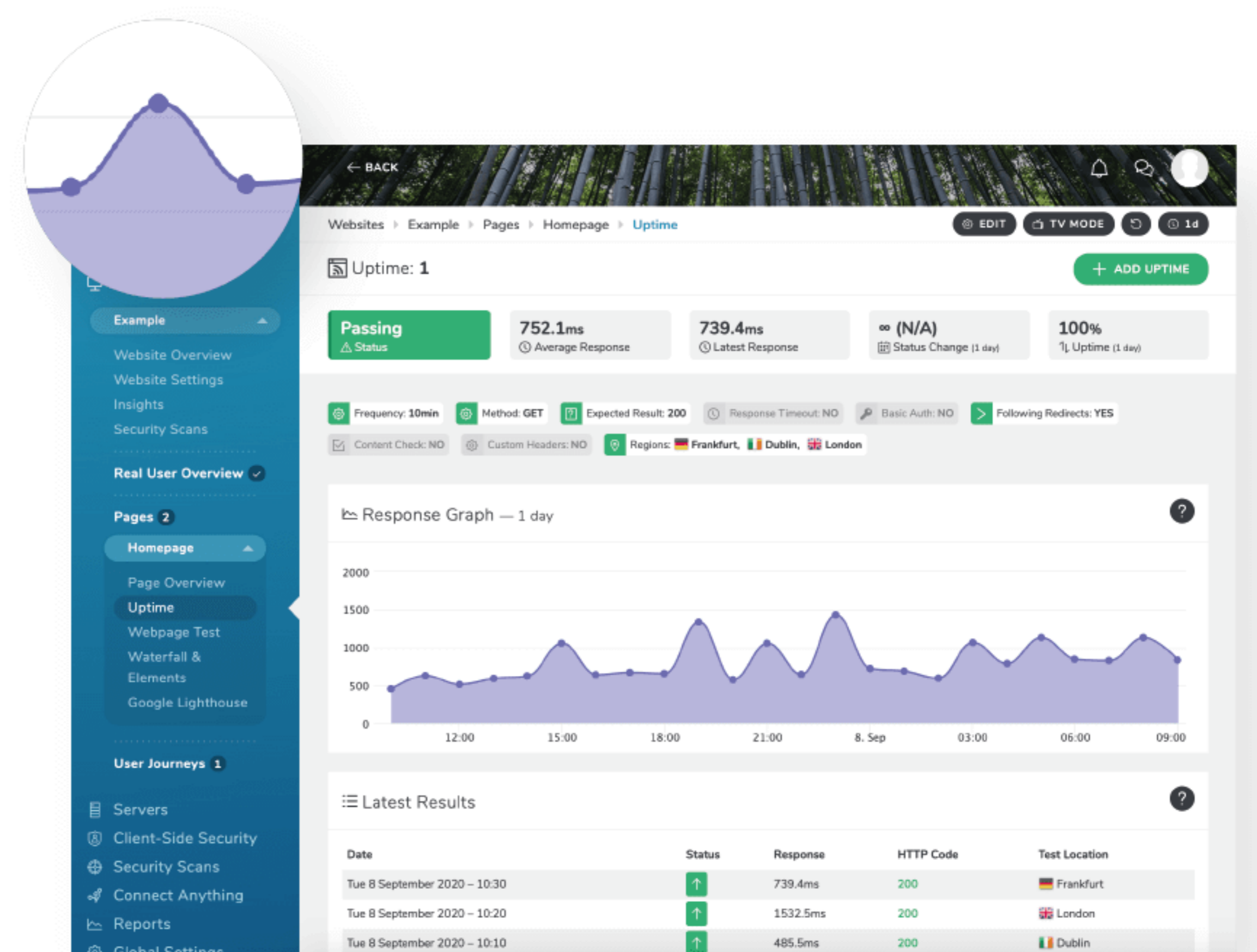
WEBPAGE TESTS

Our Webpage Tests (formally known as Page Performance tests) have also had a complete makeover to help you debug issues faster than ever. A vital part of your complete monitoring package, Webpage Tests measure the parts of your pages that uptime monitors don't track. This includes major customer-affecting issues like poor performance and on-page errors.

In RapidSpike v2 key stats for the latest Webpage Test are highlighted at the top. More test information including; the browser, region, frequency, viewpoint, etc., can be found below the stats which can help in understanding tests with issues. The suite of graphs and screenshots in the Webpage Test dashboard also give a visual representation of the data collected.
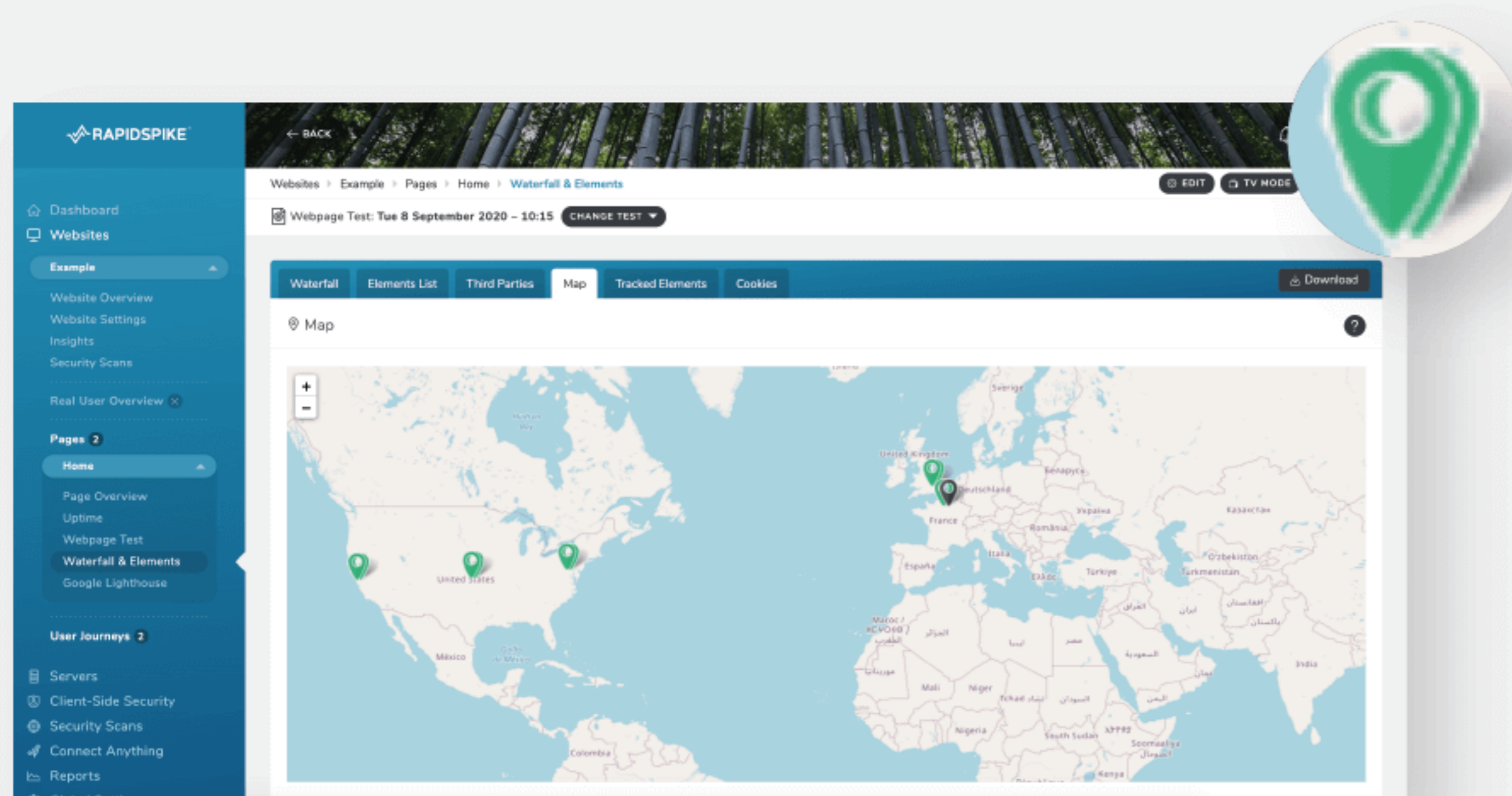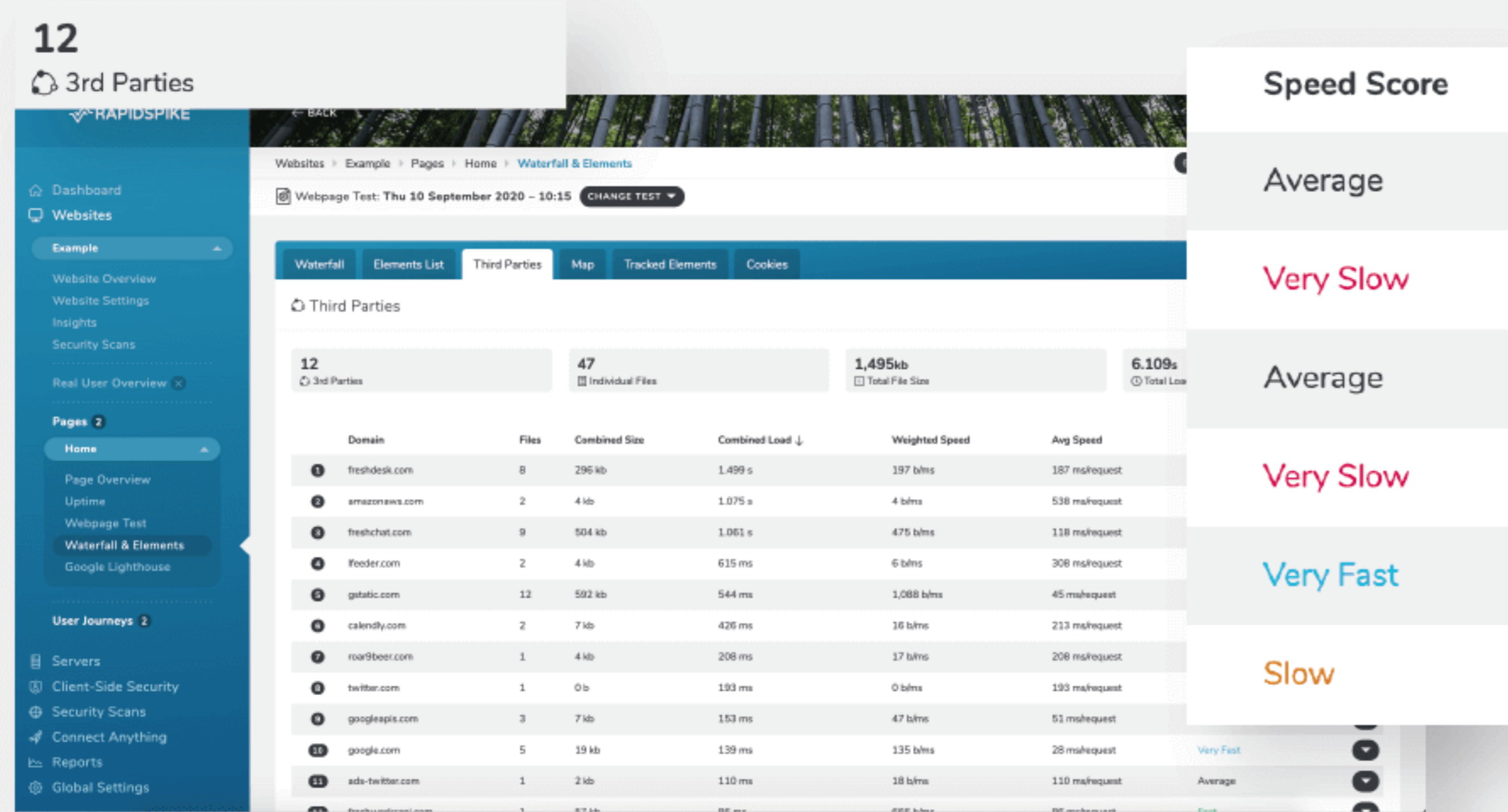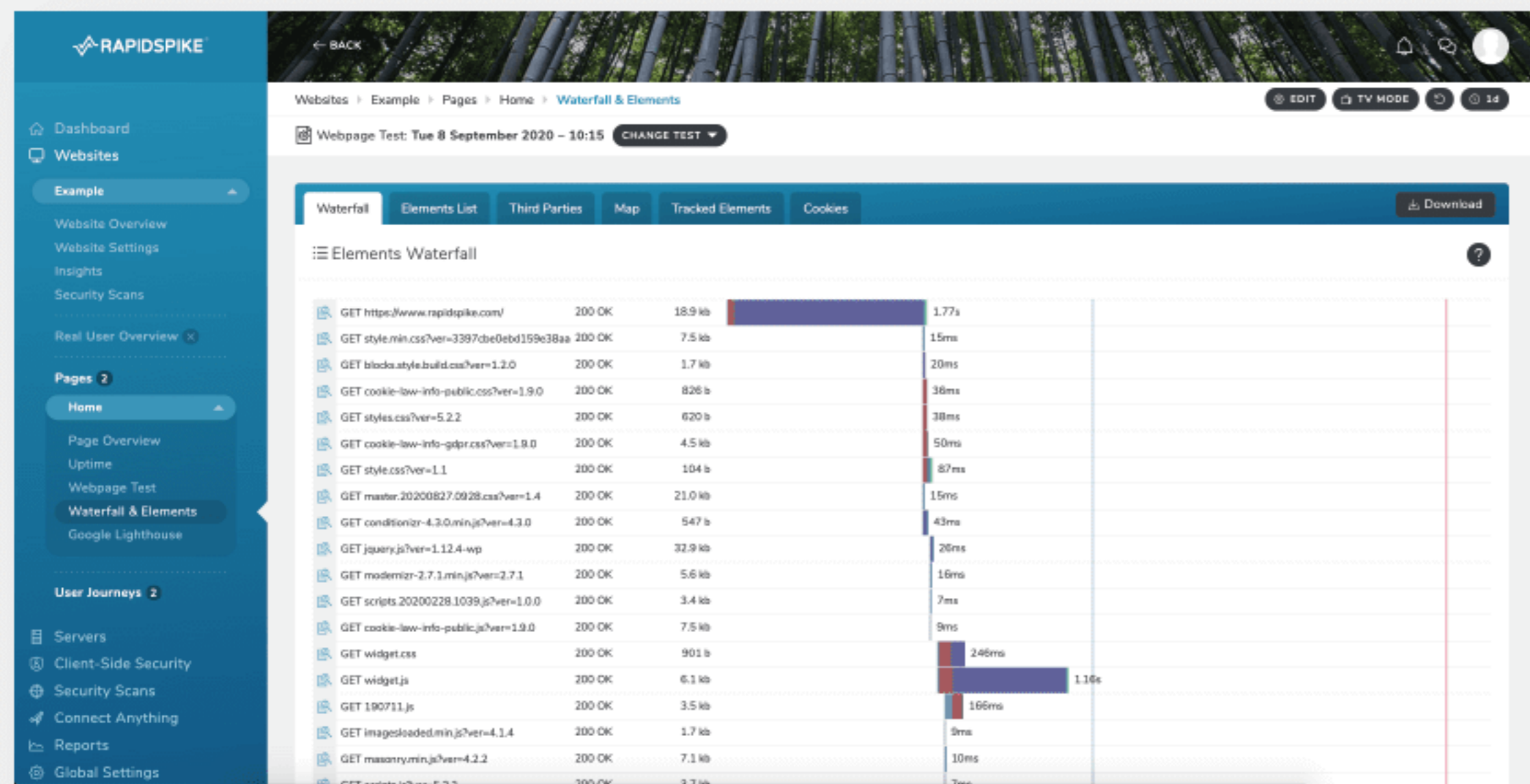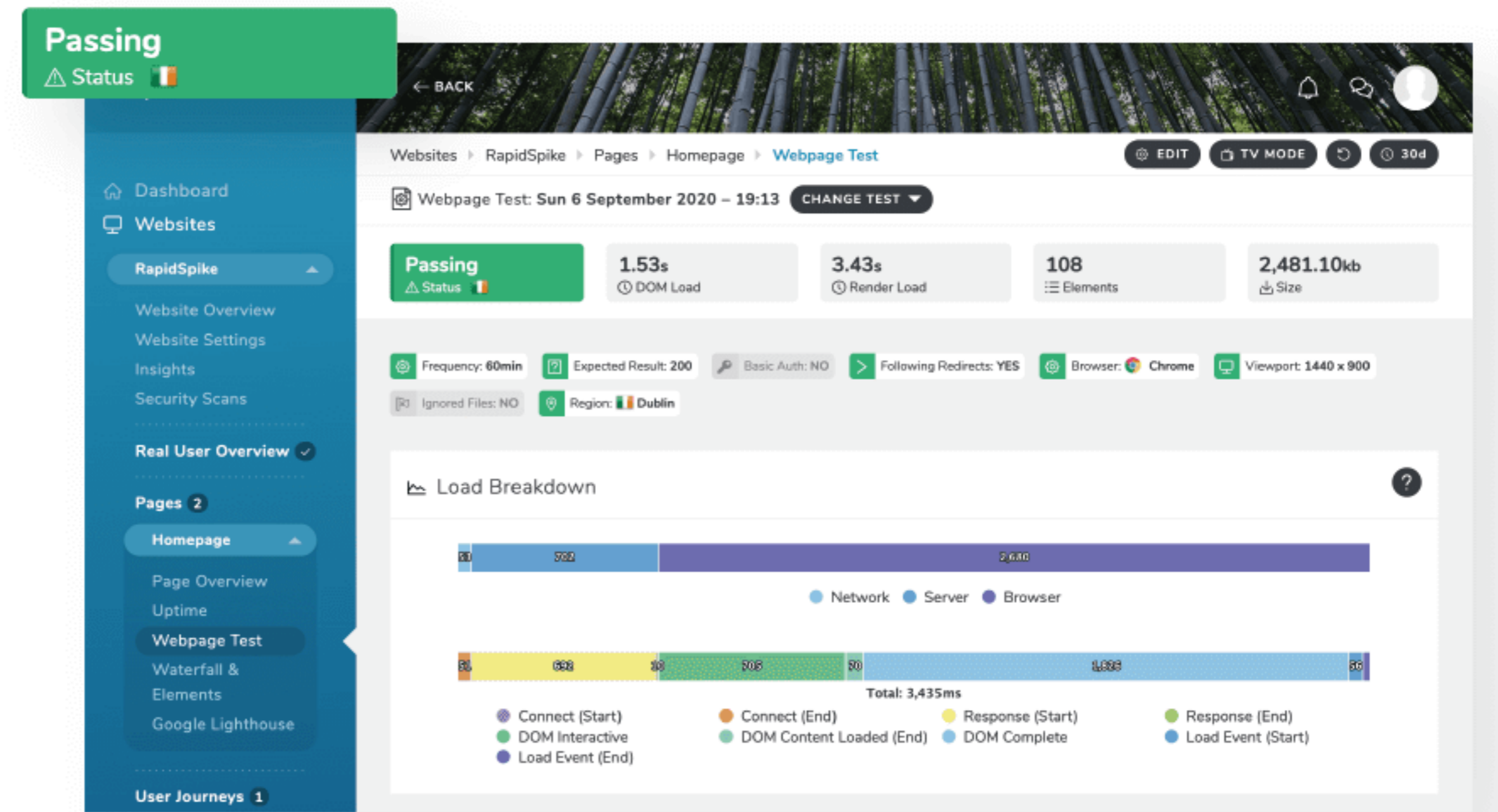
WATERFALL & ELEMENTS

The Waterfall & Elements section gives lots of in-depth information on your Webpage Test results. During the test, RapidSpike downloads every element that makes up your webpage and stores this in an HTTP Archive (HAR) file. The Waterfall view shows you the complete HAR file in the order in which files are loaded. It also gives you the individual element timings.
Understanding Element Waterfalls can help identify issues such as slow load times and poor rendering which can quickly deter a user and impact their trust in your services. The Element List can also show you the type of element, speed, response, and location.

In the Third Parties section tab, we will list all the third parties for that website page along with key stats. We have included a colour-coded Speed Score which helps you quickly identify slow third parties, so you can see if any unnecessary third parties are slowing down your site.

Another really useful tool within the Waterfall & Elements section is the Tracked Elements. Here you can track any element discovered during the page load simply by opening the "Element Explorer" - this option can be found in the Waterfall, Element List, and Third Party views. Tracking an element lets you see its performance - load speed and size - over time.

The final tab is the Cookies List, here you can view both First-Party and Third-Party Cookies and observe their properties over time. Detect changes in your Cookies and find out which need to be secured. The Cookie dashboard is also a great place to start if you need to do a Cookies audit for GDPR.
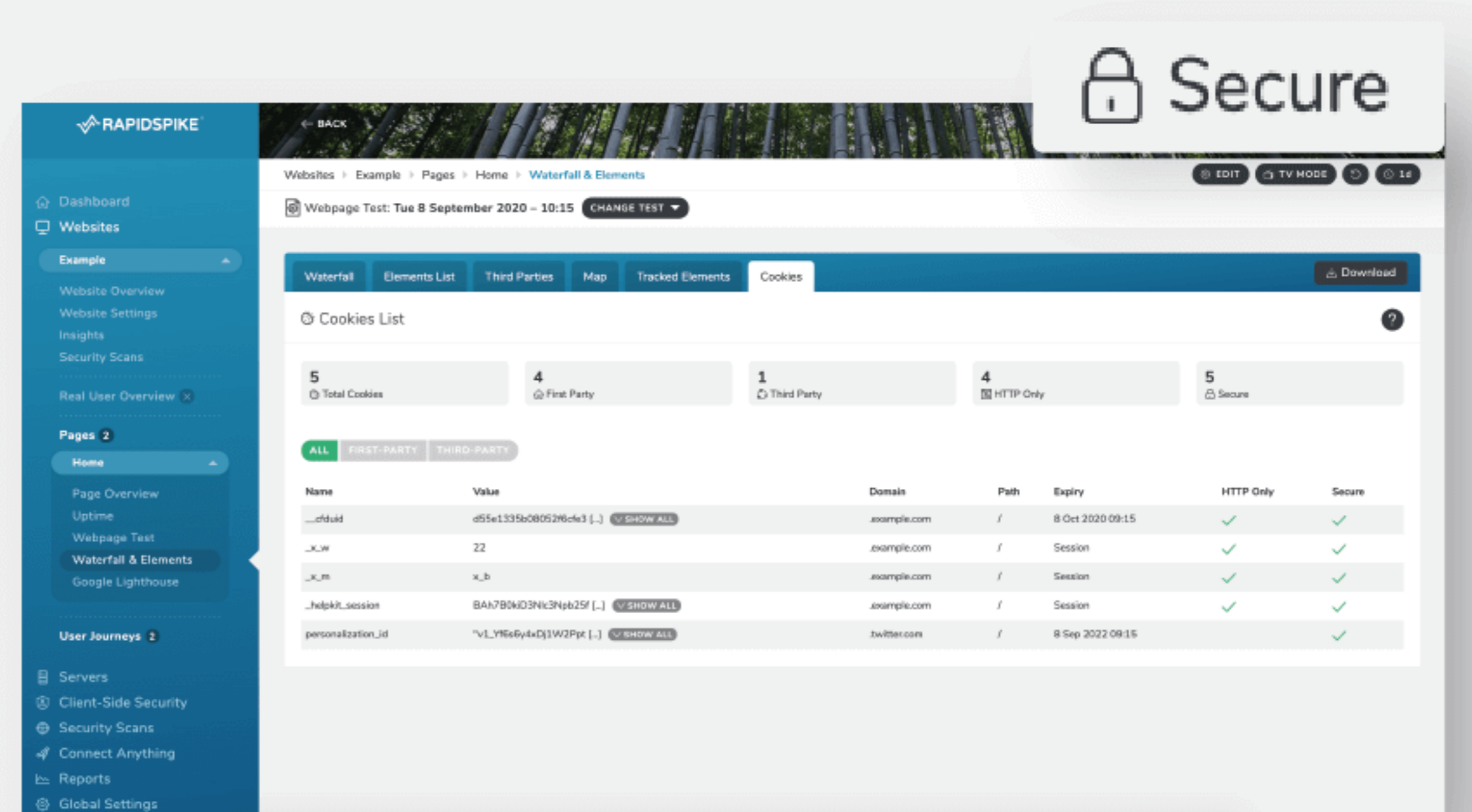
USER JOURNEY MONITORING

User Journeys simulate real users from all around the world. Synthetic User Journeys can follow any sort of key app process, from browsing a website to complex interactions, communicating with an API, adding products to shopping carts – and much more.
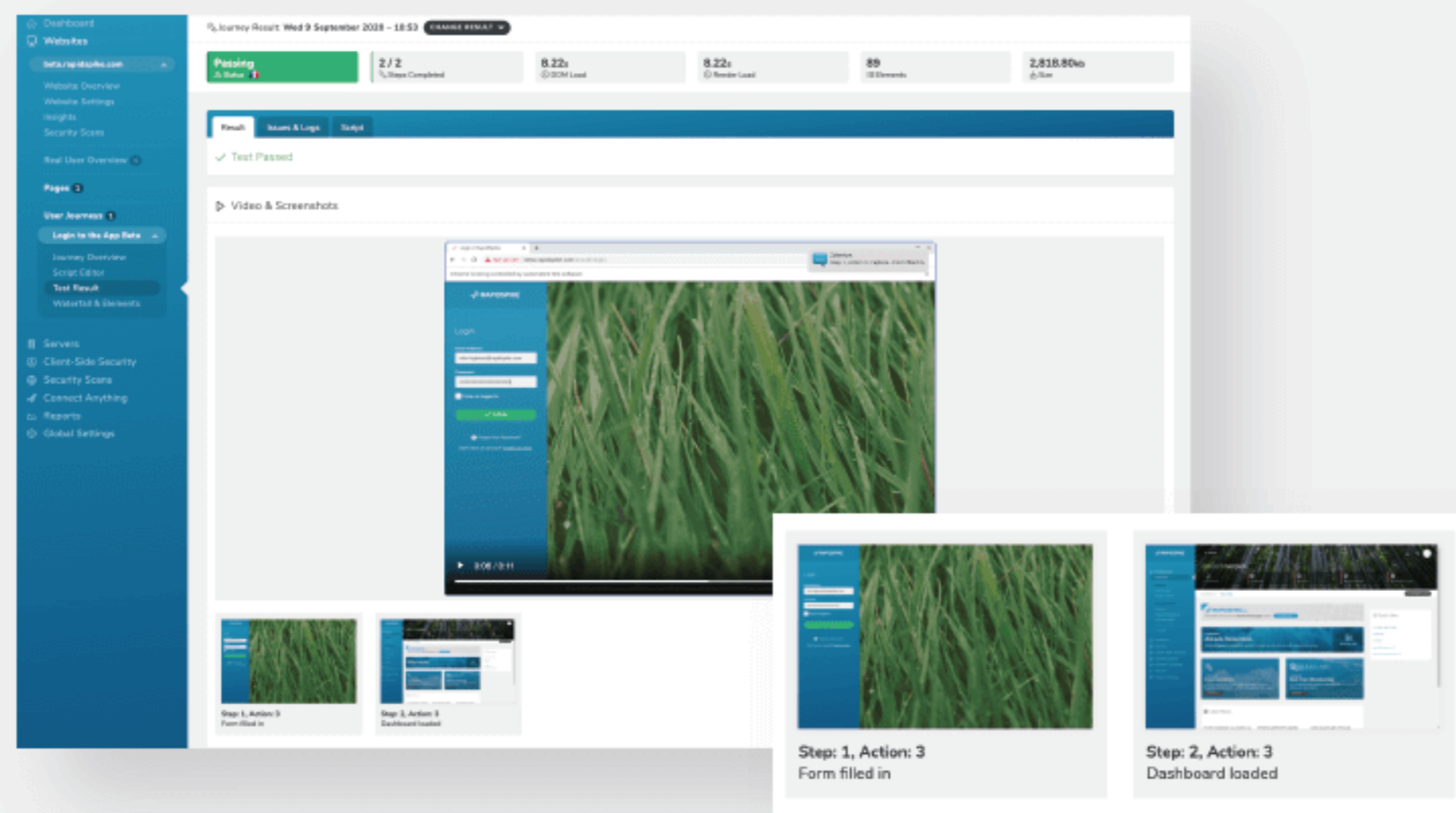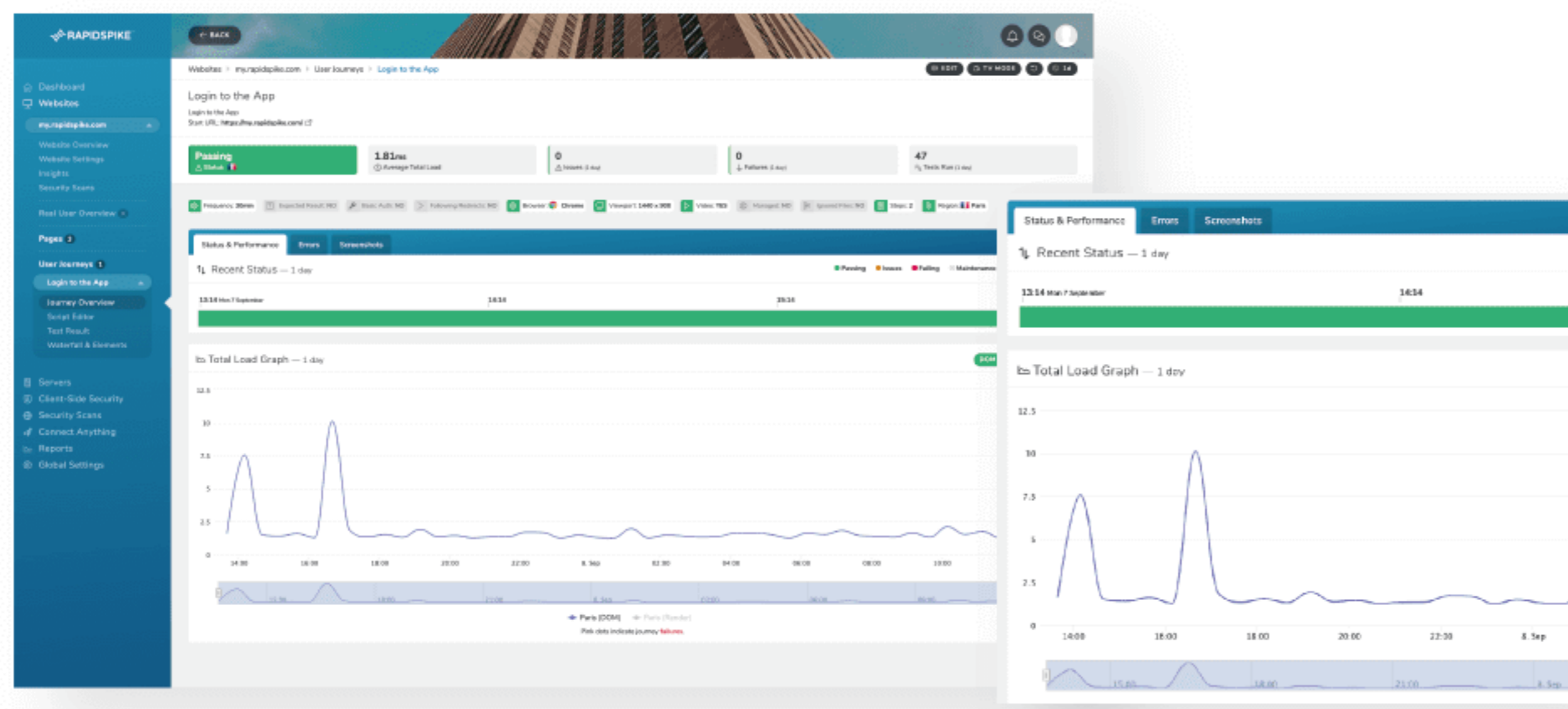

STANDARD & VIDEO JOURNEYS

RapidSpike Users Journeys can be made to be Standard or the new Video User Journeys which will provide live recordings of your journey. In the Journey Overview dashboard, the Status, Load Time, Issues, Failures, and Tests Run are highlighted at the top.

SCRIPT EDITIOR

The RapidSpike User Journey Script Editor has been re-designed in RapidSpike v2 to help with ease of use. At the top of the editor, there are some key functions used to check, save, and publish the journey, as well as a JSON view option. In the boxes below is where you add Steps and Actions to the journey. You can rearrange, pause, edit, and delete steps and actions here. A new addition to User Journeys in RapidSpike v2 is the ability to test your script from a location of your choosing instead of the default option.
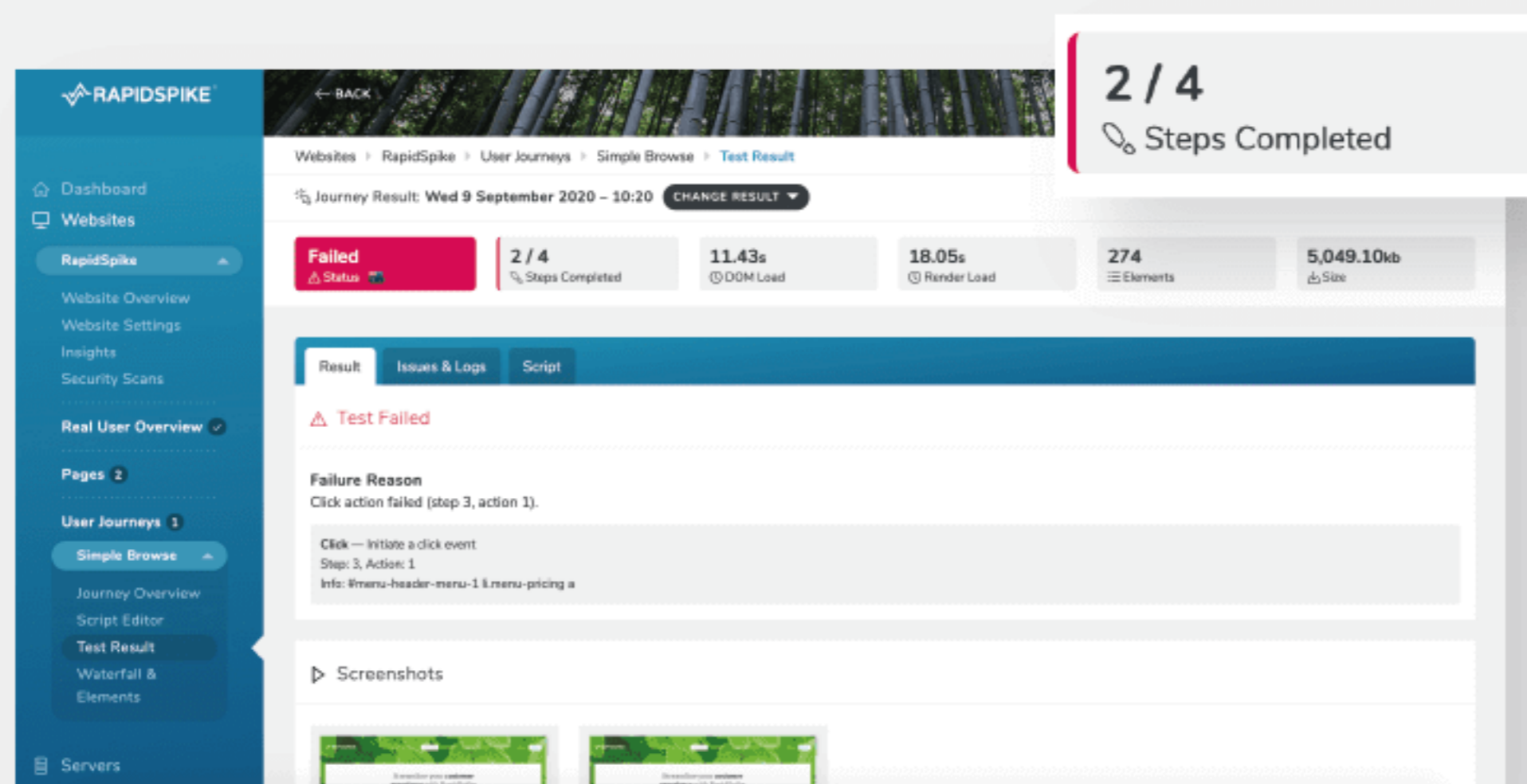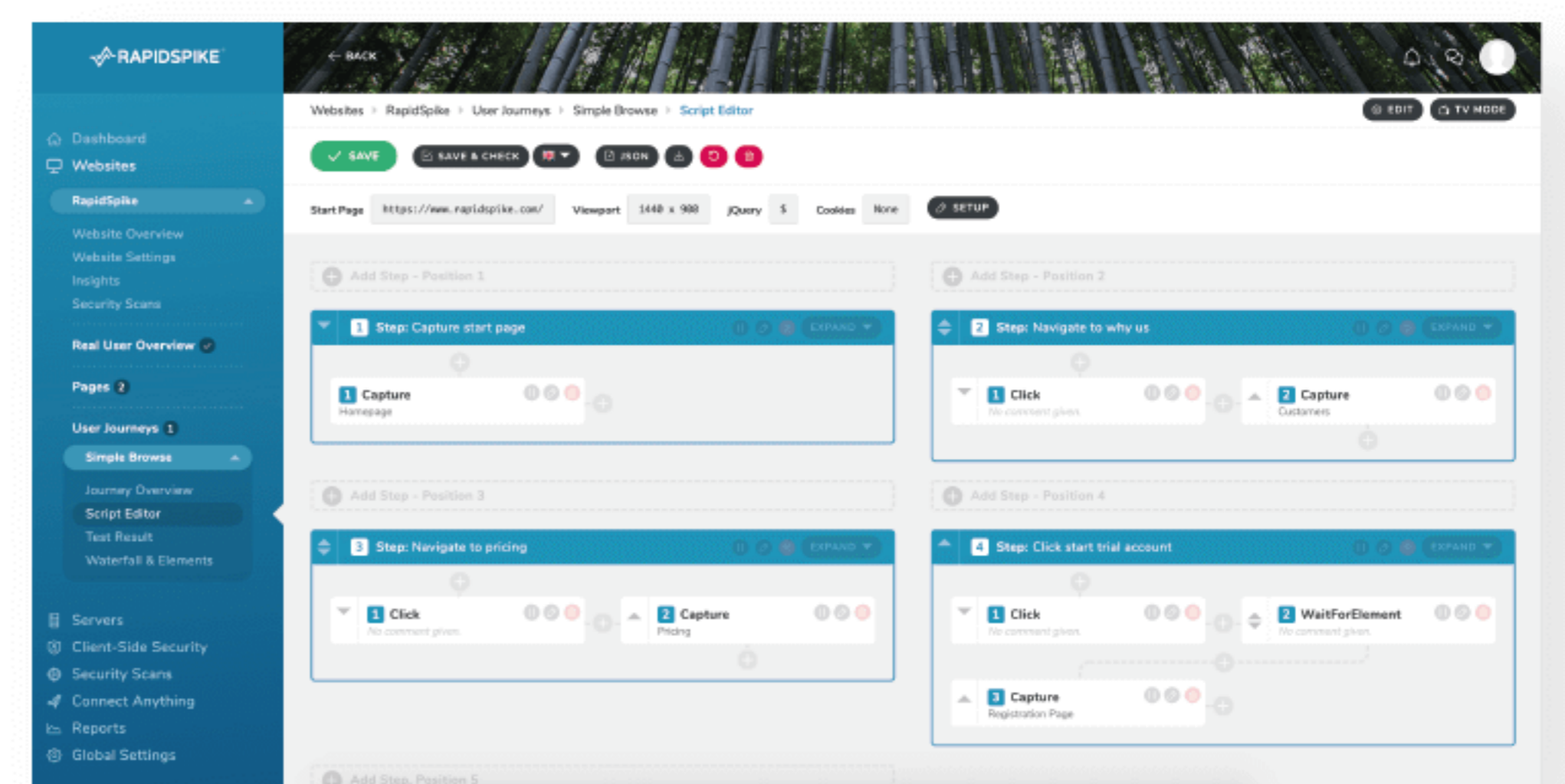

TEST RESULTS

The Test results section will show you the results from the tests. Here you can find out the reason why a test failed, the logs, script, and screenshots. Like the Webpage Tests, User Journeys also have a Waterfall & Elements section where you can dig deeper into each step's results.

Additionally, in Issues & log you can find Browser and Server logs. The Browser Log displays any console errors or other information logged by the browser during the test, and the Server Log displays technical information generated by the server during the User Journey.

ERRORS

A new feature to User Journeys is the Errors section. This is where all errors on your journeys will be listed. To assist you in fixing the journey as quickly as possible, we have now provided details of where the journey failed and why.
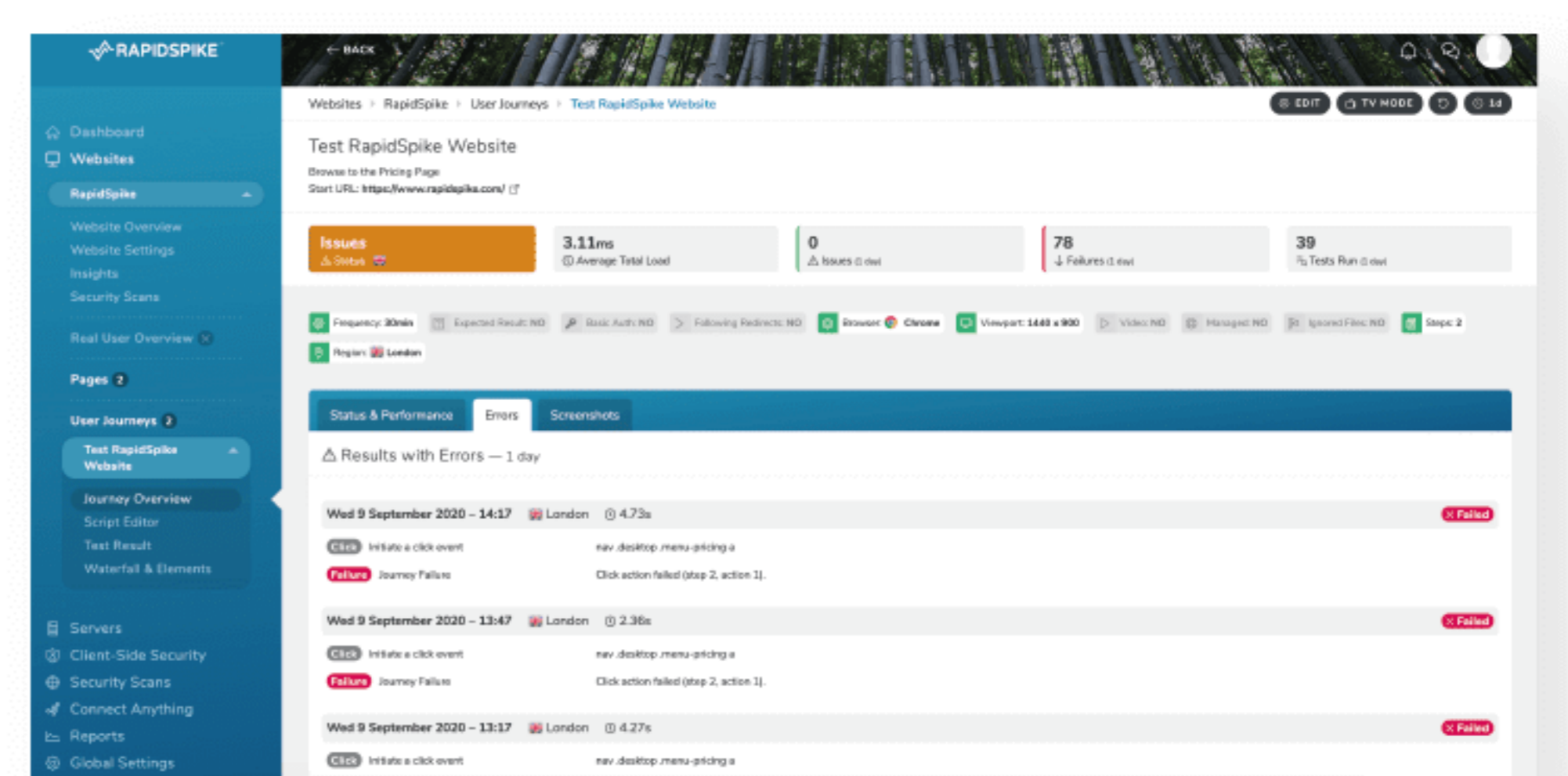
CLIENT-SIDE SECURITY: ATTACK DETECTION

Attack Detection is made up of two streams. Synthetic Attack Detection continuously walks through the critical areas of your website. It will see any data sent to untrusted hosts as it browses. Real User Attack Detection collects where real website visitor's data is being sent. If a malicious destination is added to your website, RapidSpike will alert you.

OVERVIEW DASHBOARD

The RapidSpike v2 Attack Detection Overview Dashboard shows you a complete record of all currently tracked hosts - all in one snapshot. At the top of the page, you can view a Live Status bar so you know whether the monitor is running and protecting your site. Next to this, we will show any untrusted hosts, the total checks made for that data period, and the total amount of hosts seen. We provided the stats for both the Synthetic Browser and Real User Browser so you can see which detection method discovered untrusted hosts. We've also included up-to-date security news and info from our industry-leading blog.
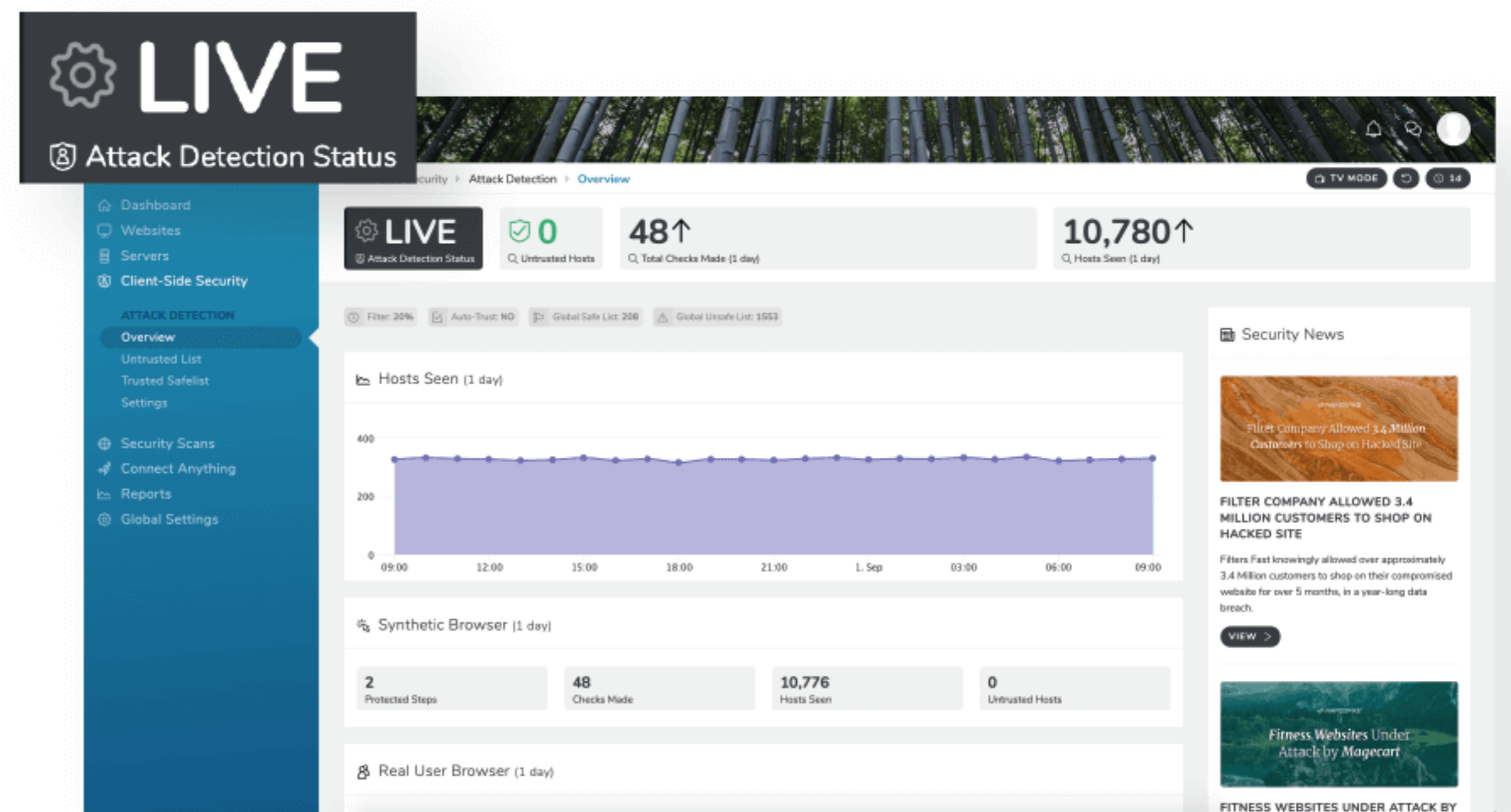
UNTRUSTED AND TRUSTED LISTS

Both detection streams have trusted and untrusted hosts lists which are supplemented by safe & unsafe lists which have been compiled by the RapidSpike team and from some of the world's most comprehensive hacking databases. The Untrusted lists all hosts found, RapidSpike will label any known Safe hosts and highlight these.

All hosts require an action to be taken. In the Untrusted list, click on the Details drop-down menu to find out more information on the host including a WHOIS link. If you decide the host is safe, click Trust. Once you click Trust on a host, it will be moved to the Trusted Safelist. Here you can see where the host has been trusted, and any notes associated with the host.
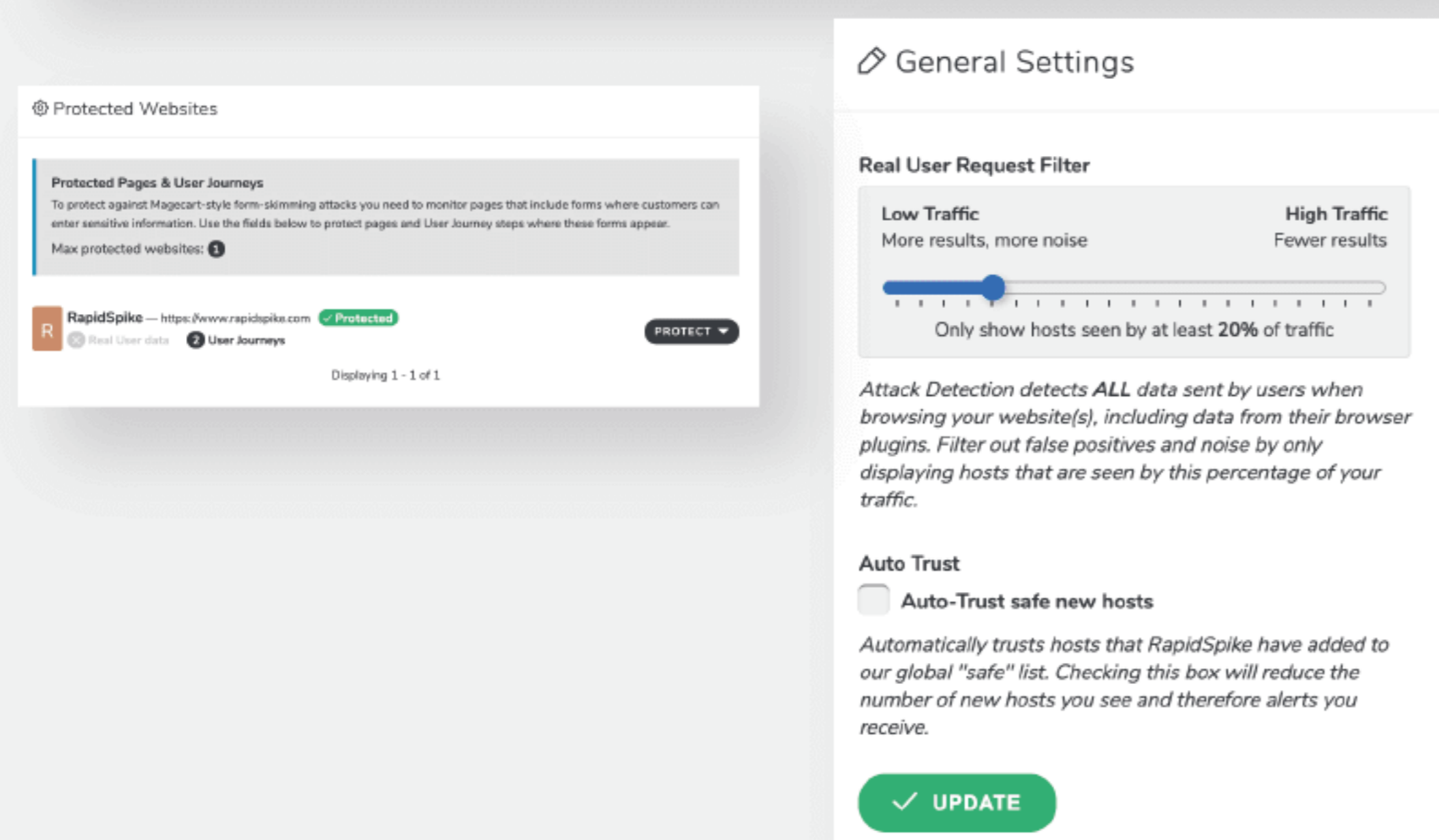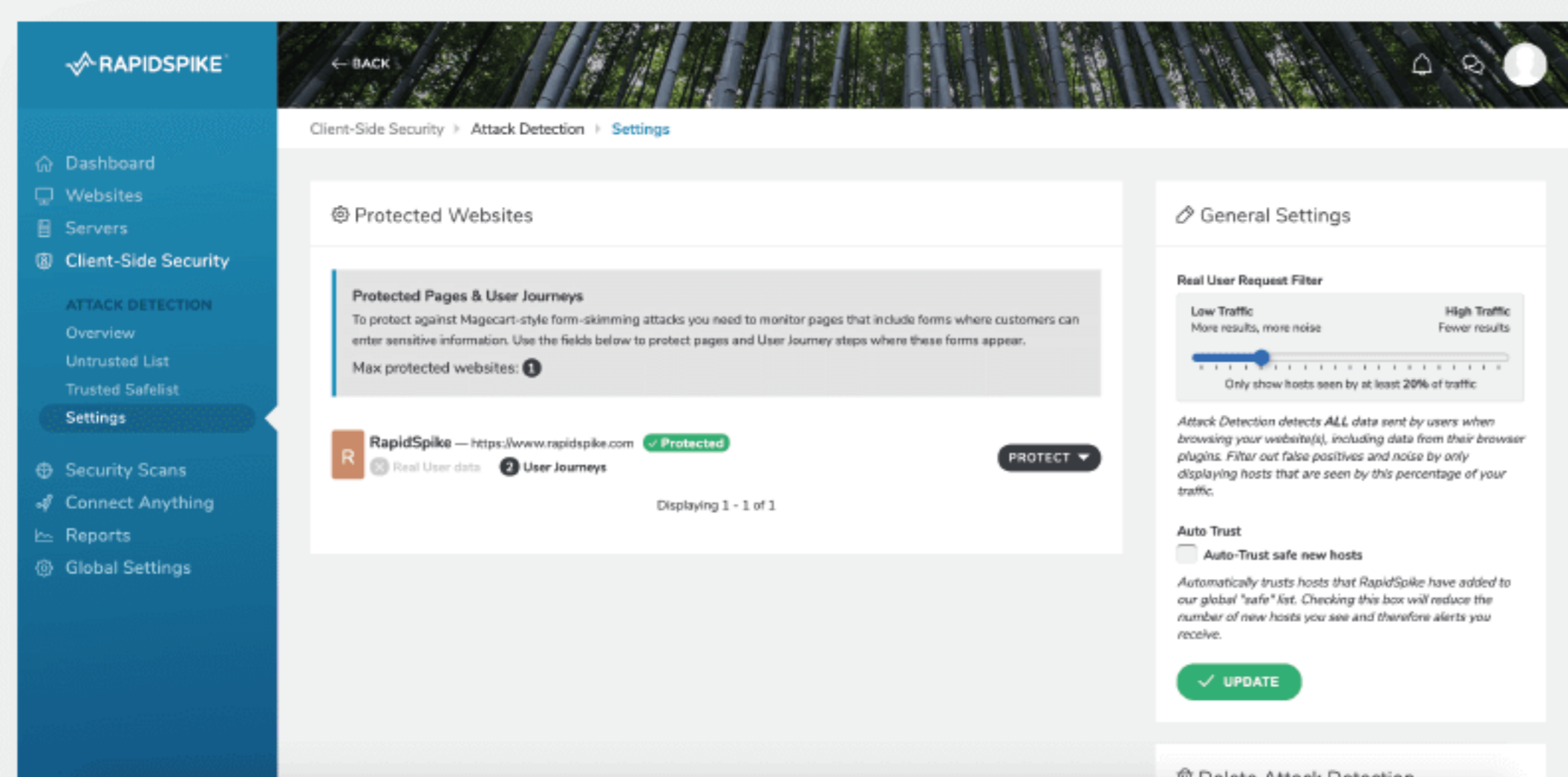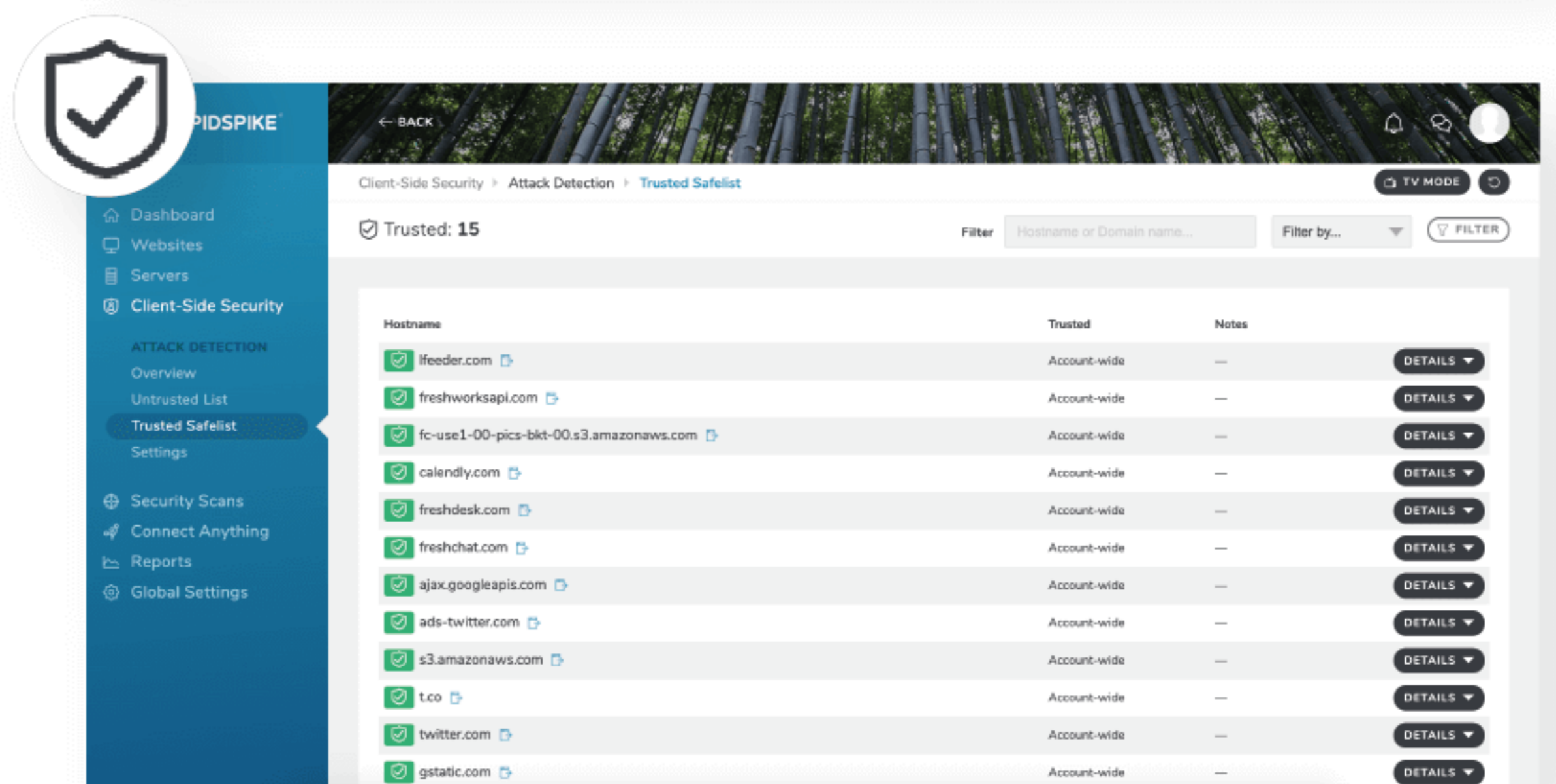
SETTINGS

The settings for Attack Detection help you customise your website's cybersecurity for your specific needs.

Protected Pages & User Journeys
To protect against Magecart-style form-skimming attacks you need to monitor pages that include forms where customers can enter sensitive information. To protect a page, go to Client-Side Security in the main menu, click on Settings, and use the fields to protect pages and User Journey steps.

Filtering
Security tools often provide a lot of false positives. To customise Attack Detection we've included a filtered view. This allows you to fine-tune sensitivity to reduce any unwanted noise. This filter is completely customisable to your needs. We recommend setting the filter between 20-40%. E.g. if you filter by 20%, the monitor will alert when hosts are seen by a minimum of 20% of your real users.

This setting helps you gain a thorough understanding of hosts affecting customers without picking up on customer-specific plugins which only affect a few of your customers. You also have unfiltered results so if you need to review everything you still can.

Auto Trust
Automatically trusts hosts that RapidSpike have added to our global "safe" list. Checking this box will reduce the number of new hosts you see and therefore alerts you receive.

CONNECT ANYTHING

The monitoring potential for RapidSpike Connect Anything is virtually endless – you can track anything with an internet connection that's capable of running a script. There are a huge number of connected devices available as part of the Internet of Things, including everything from TVs, fridges, and radios to cars.

Send data to RapidSpike and our Connect Anything monitor will record, graph, and alert based on your settings. RapidSpike processes monitor data by default every 1 minute. You can add up to 10 keys per monitor. In RapidSpike v2, go to Add Connect Anything and use the form to fill in the key information. The credits table will show you how many credits this monitor will use.
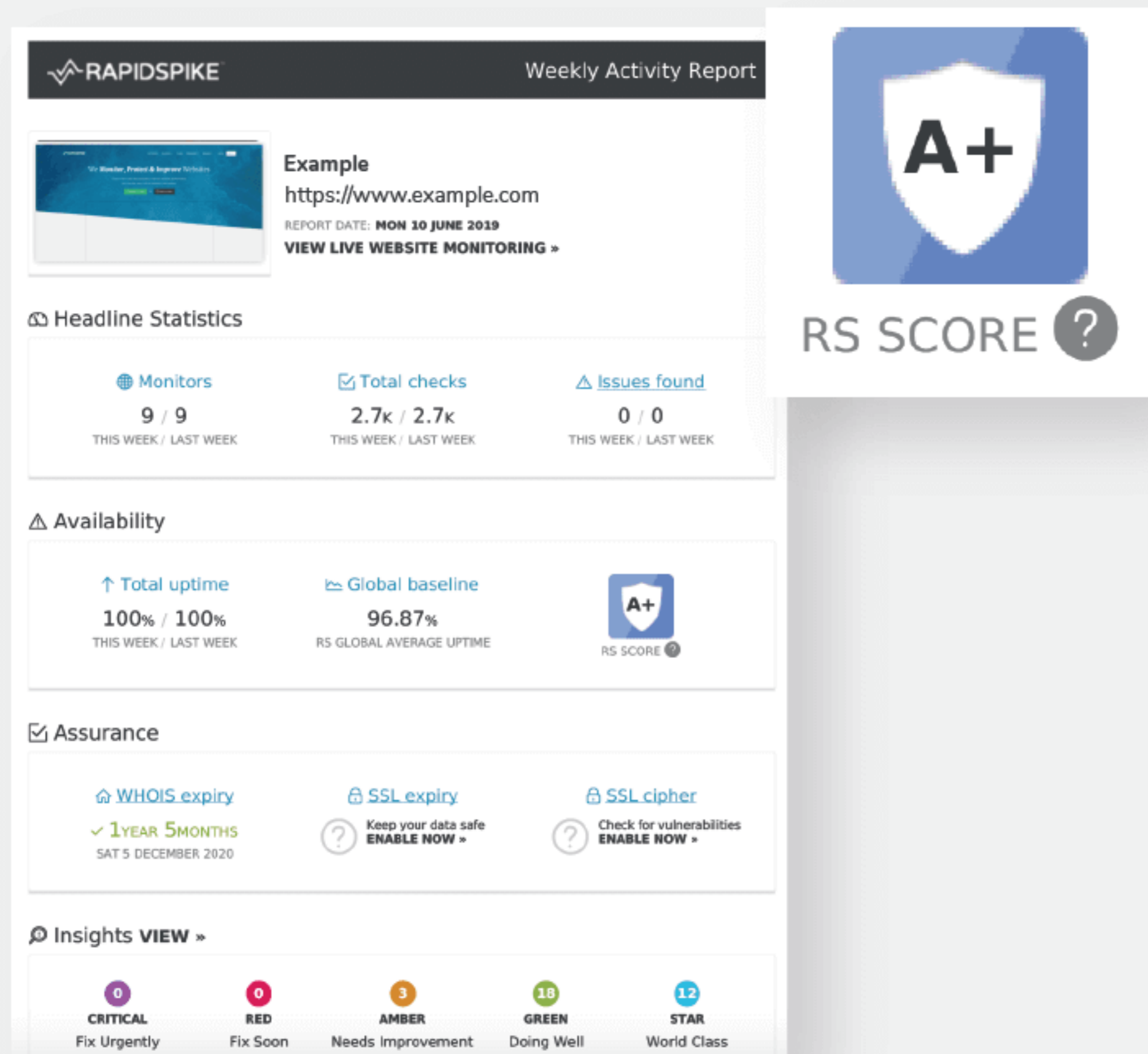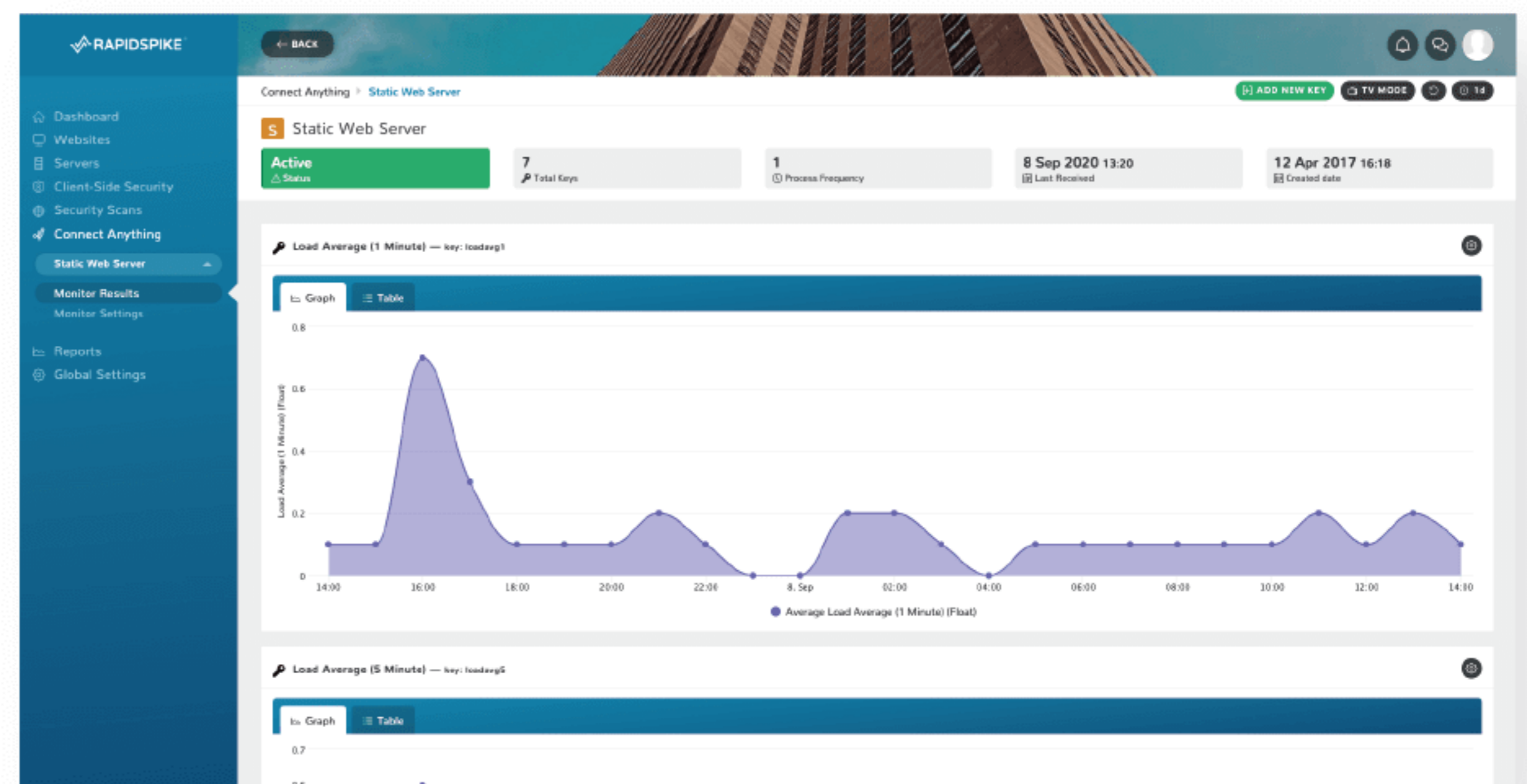
REPORTS

RapidSpike collects a huge amount of data. We can use this data to provide great insight into real user experiences and, crucially, how to improve those experiences. Reports include a wealth of information using a wide variety of different monitoring metrics. All the data is linked back to your RapidSpike account where you can investigate in more detail. We currently offer reports in the following categories:

- Weekly Activity
- Uptime
- Website & pages
- User Journeys
- Security

To configure a report, go to Reports in the main menu click on the type of report you want to create, fill in the customisable form, and click on the **Generate** button.

GLOBAL SETTINGS

Your Global Settings section is the place you can find your more general account settings. Settings in this section include; Alerts, Monitoring, Public Status Pages, Account, Planning & Billing, and System information.
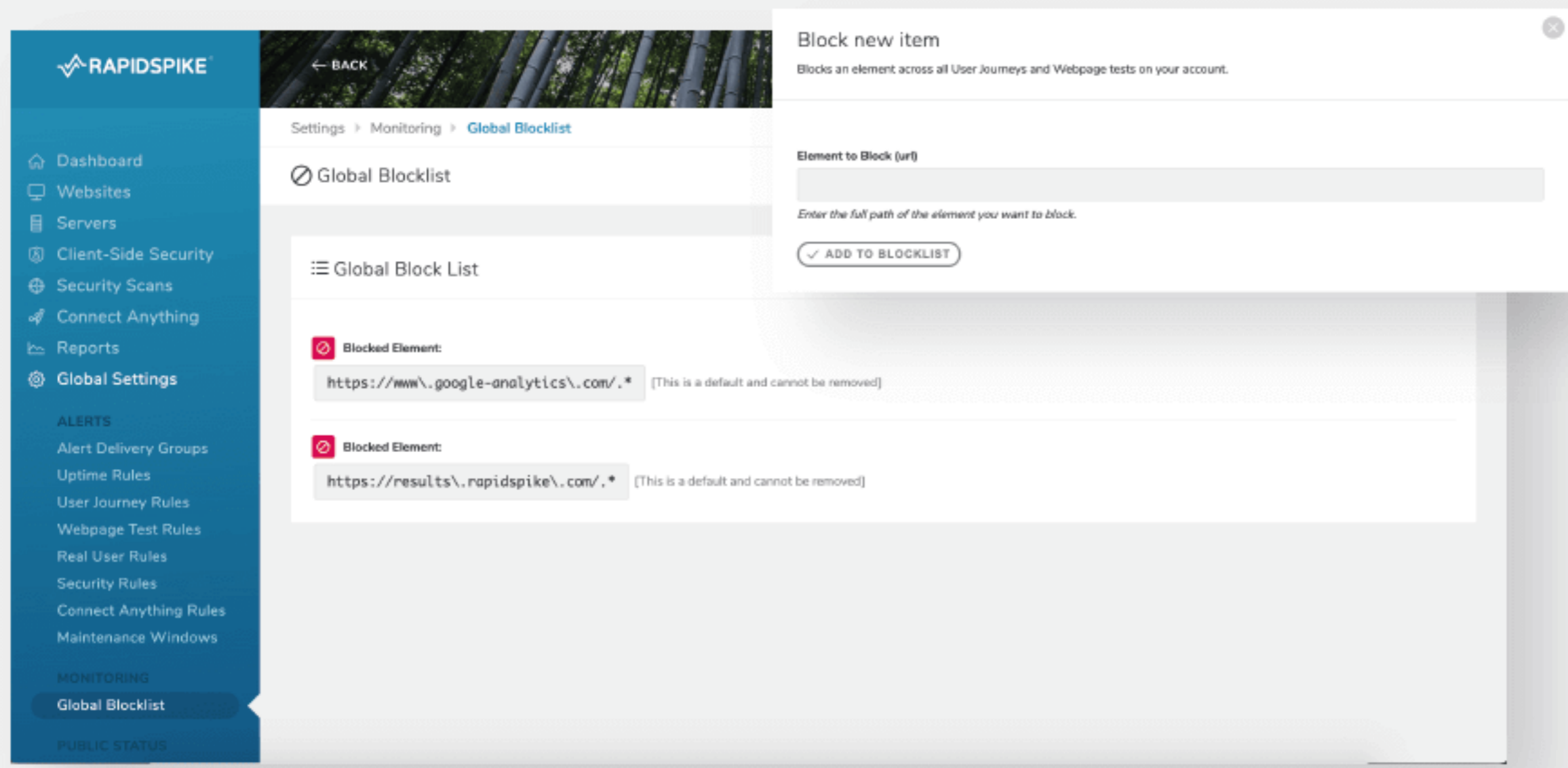
ALERTS

Alerts are the cornerstone of your monitoring system: letting the right people know as quickly as possible when something has occurred. Add a wide variety of contact methods; configure escalation for serious problems – and much more. We offer a wide variety of notification methods including SMS, Voice call, Email, as well as lots of integrations; Slack, Webhooks, Pagerduty, Microsoft Teams, and more.

To supercharge RapidSpike v2 we've also been working on some new highly requested notification integrations. The new integrations include Opsgenie, VictorOps, and Zendesk. The new integrations give you more options for being informed about issues on your site.

To view your alert methods, go to Global Settings, then Alert Delivery Groups. You can add a new delivery group using the Add Delivery Group button in the top right-hand corner.
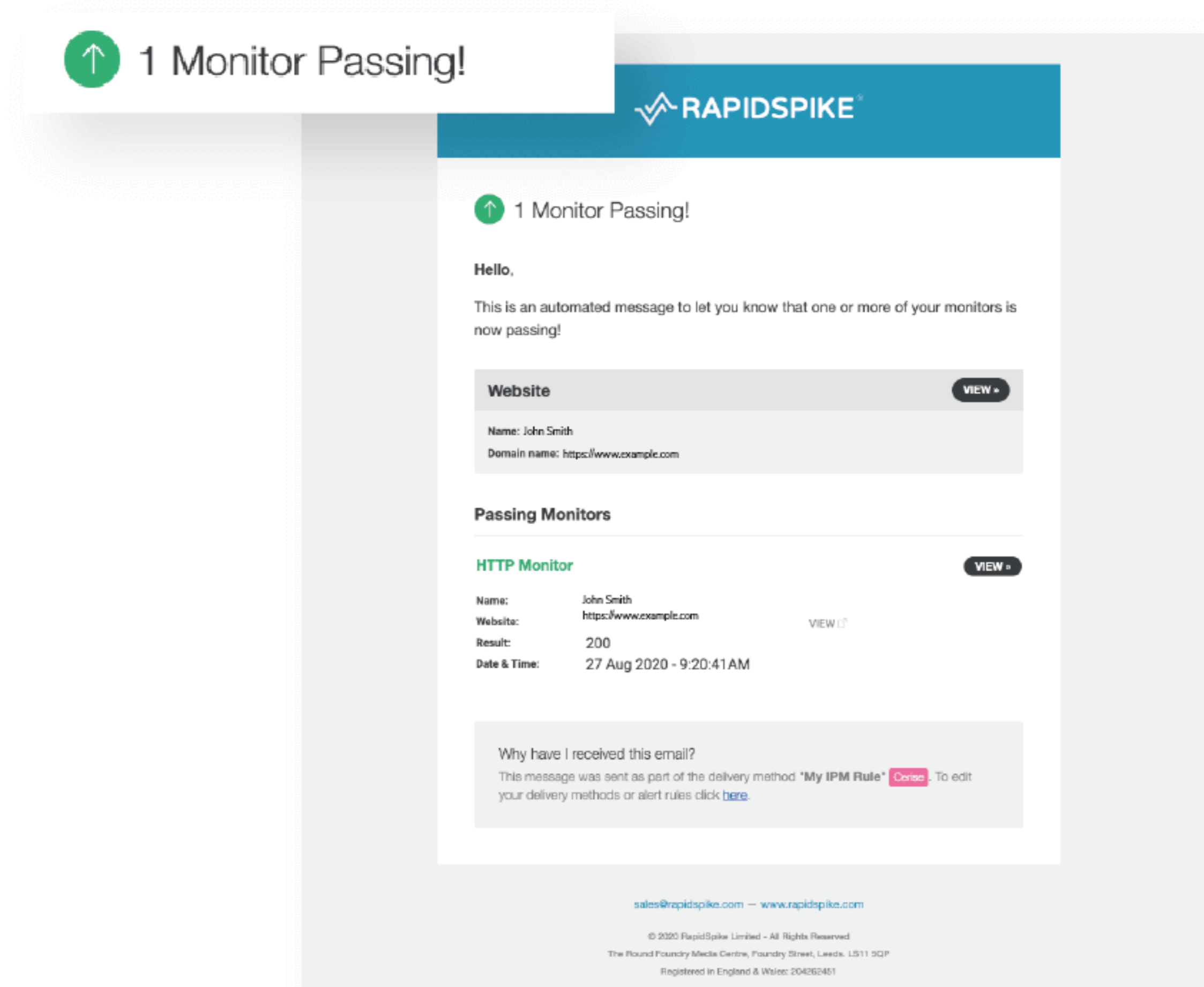
GLOBAL BLOCKLIST

On Journeys and Webpage Tests you can Ignore files and Block files. Ignore mutes any alerts (but they still appear in the dashboards), whereas Blocking a file totally removes it from our monitoring.

You can Block files on a per-User Journey / Webpage Test basis and in RapidSpike v2, you can block files globally. This means that if you have a common file across your sites you don't have to manually block it on every User Journey/Page. E.g. You may have a "tracker" plugin that gathers analytics from customers.

PUBLIC STATUS

Public Status Pages are a widely used tool to let website users know information about your website. RapidSpike Public Status Pages allow you to create live status pages with customisable colour schemes and data, hosted on a unique URL. To configure a status page, go to Global Settings, click on Status Pages, and Add Status Page to bring up the customisable form.
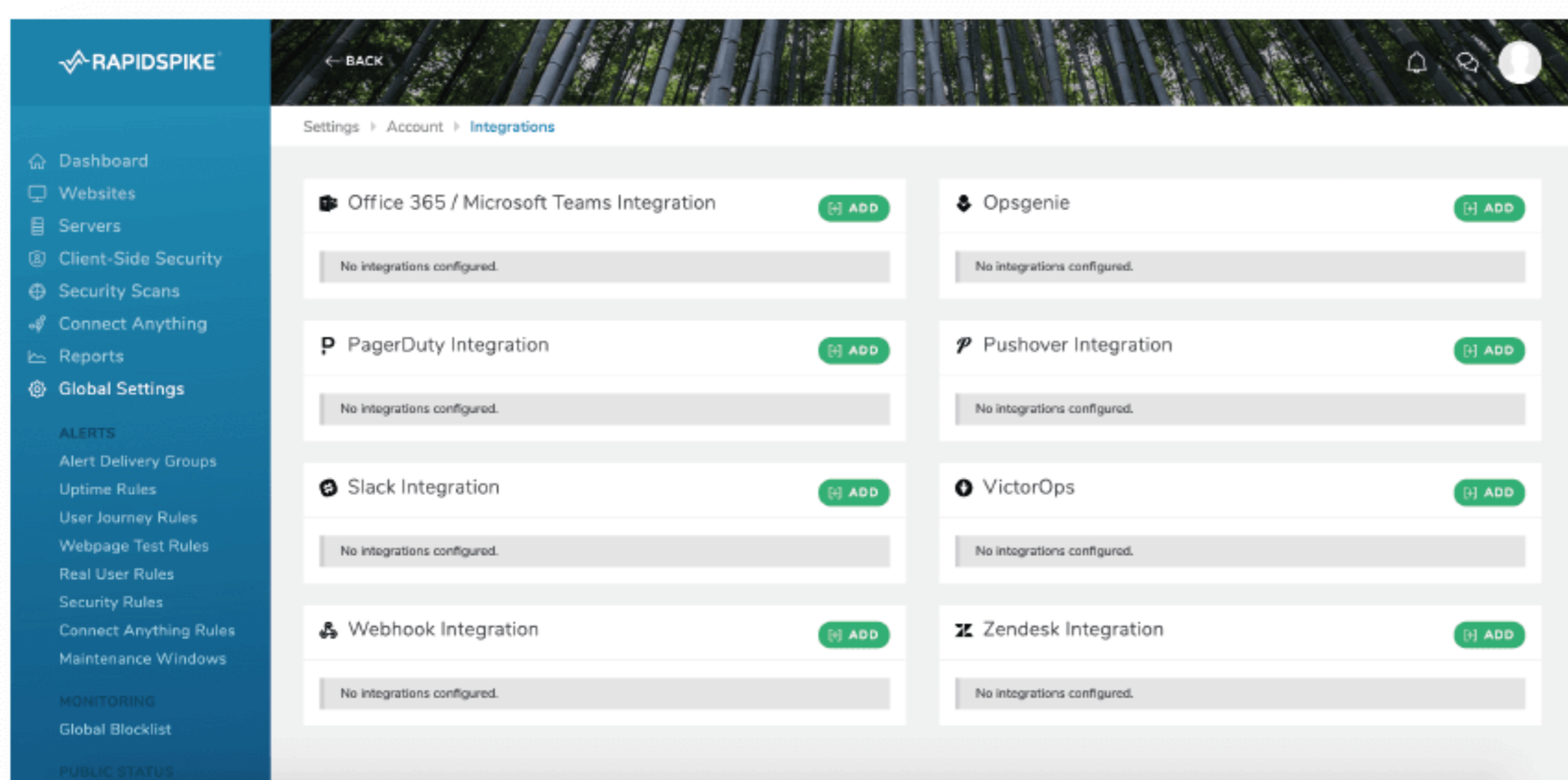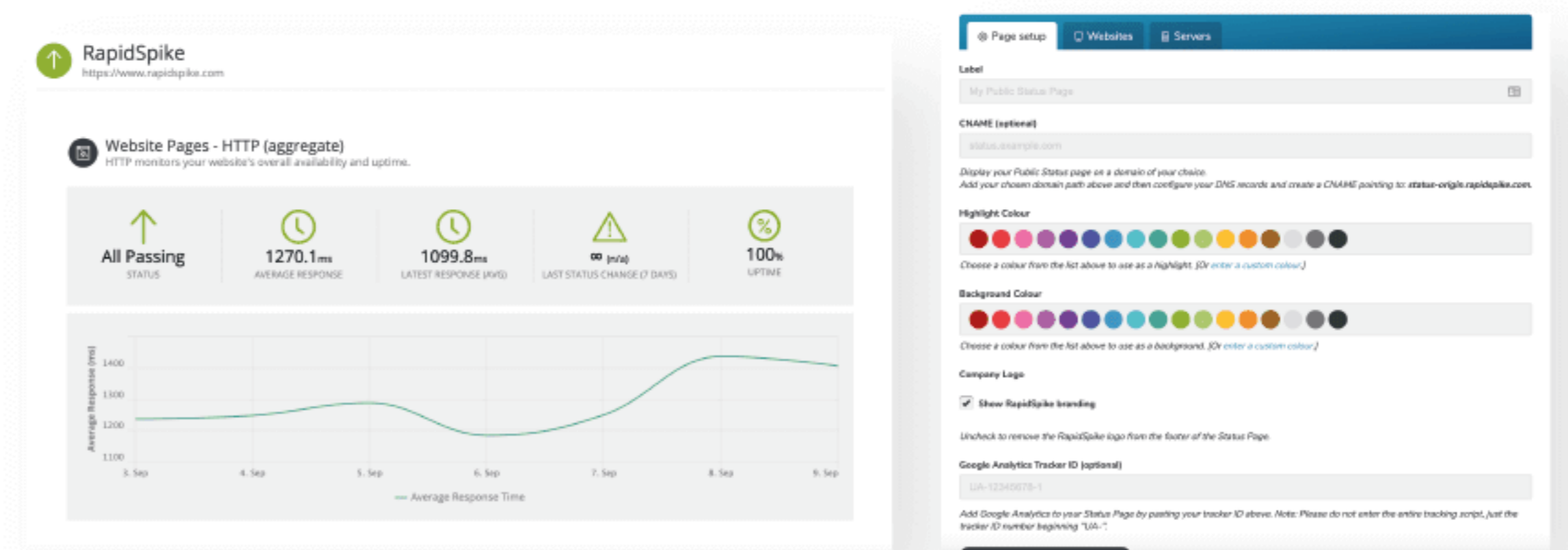
ACCOUNT

The Account section is where you can update your account details. Settings sections in this tab include; personal profile and Users, API Keys, Integrations, and view notes. This section can be utilized by teams to manage Users and their account level.

PLAN & BILLING

In this section, you can find a detailed breakdown of your Plan, Plan Add-ons, and Features, as well as where your credits are in use. Here you can upgrade or delete your account, and add more credits.

A new credit system has been implemented on a pay as you go basis. Each plan receives a certain amount of credits and these can be used on the different monitors. This means you will be able to customise your credits for monitors which mean the most to you. Credit tables have been created when you are configuring a monitor to show you how many credits the monitor will use. The more data-rich or frequently you run a monitor, the more credits it requires.

If you'd like more information about credits and your account, our team will be more than happy to help.